



Action plan against Covid-19 dissemination - WHO / STATE / REGION GUIDELINES

Cleaning and Sanitizing

Rooms

- * The cleaning of the rooms include disinfection by certified products of all surfaces with particular attention to those touched most frequently.
- * The filters of the air conditioning systems are cleaned at every change of customers.

Common Spaces

- * Sanitizing products are available for customers and staff in 5 points in the house.
- * The cleaning of common areas includes disinfection by certified products of all surfaces with particular attention to those touched most frequently.
- * Natural air exchange is favored every day with the opening of all doors and windows for at least two hours.
- * The air conditioning systems will not be operational in the common areas, to conform to the WHO's disposals.
- * The dishes used by guests in the common kitchen will also be washed with the dishwasher by the managers.

Linen

- * All bed linen and pool towels are cleaned and disinfected by a professional company according to the certificated protocol that you find here attached.

Spacing

- * The daily cleaning of the rooms is temporarily suspended: during the guests' stay the staff will not enter the room, unless specific special requests are made.
- * Check-in takes place outside the Hall: either by self-check-in or in the outdoor spaces (garden).
- * In the breakfast room only 2 tables will be dressed up at a time. Breakfast will also be served in the gardens.
- * The common kitchen is accessible to guests following a schedule plan.

Breakfast and kitchen

Breakfast

- * Breakfast is not served as a buffet anymore, but at the table, according to the Region protocol.
- * The service is carried out both in the breakfast room (max. 2 tables simultaneously) and in the outdoor spaces (gardens).
- * If breakfast must be served in the breakfast room (ex. rainy day), a booking system will be organized for each room.

Common Kitchen

- * A set of rules has been developed for the common kitchen: planning, double washing of dishes, ventilation.

Guest information

- * Information panels about prevention measures are available in different parts of the house.
- * The action plan is communicated to each customer by e-mail after booking and before check-in. It will also be available in each room.

Staff and staff

- * An adequate and detailed protocol about hygiene and cleaning measures has been developed and communicated to the service staff.
- * The managers procure the masks for the service staff, who will wear them during the entire working time inside the house.



Pool

- * The solarium around the swimming pool is equipped according to the guidelines of the bathing establishments.
- * The main side of the solarium is equipped with 3 umbrellas for a total area of 30m² (10m² for each umbrella).
- * The armchairs not positioned in the umbrella area (secondary side) are 2 meters away from each other.