



The safety of our guests and team members has always been our top priority

Our highest priority is the well-being and safety of our guests and team members. To ensure this, we are taking additional cleaning and sanitizing measures so that all our guests can feel safe when staying at our hotel. We look forward to welcoming you!

Please read carefully our security measures:

GENERAL SAFETY PRECAUTIONS

- ✓ Mandatory use of protective masks (covering the mouth and nose) in all enclosed public spaces for all employees and guests from 6th year of age.
- ✓ All employees will be equipped with masks at all times and trained on new procedures and take all reasonable precautions to ensure a safe environment for our guests
- ✓ Face masks will be available on request at the front desk
- ✓ It's mandatory to maintain the interpersonal safety distance of at least 1 meter in all common areas (except for family members)
- ✓ Hand sanitizer dispensers will be available in the different areas of the hotel, including the front desk, public restrooms used by guests and by staff and other areas of interest (e.g entrance to the restaurant, near elevator landings etc.)
- ✓ Elevators may only be used individually or with family members and only after hand disinfection with hydroalcoholic solutions.

RECEPTION

- ✓ Detailed information about our precautionary measures taken to minimise the risk of contracting and spreading COVID-19
- ✓ Differentiated entry and exit routes
- ✓ Social distancing in the reception area
- ✓ Limited number of guests at the front desk
- ✓ Hand sanitiser dispenser at the hotel main entrance and at the front desk

RESTAURANT AND TERRACE BAR

- ✓ All guests are asked to wear a protective face mask (covering the mouth and nose) when entering and leaving the restaurant. When consuming food and drinks, no mouth and nose protection is necessary but it is mandatory as soon as you leave the table
- ✓ Access to buffet only with a protective face mask (covering the mouth and nose) and after hand disinfection
- ✓ Restaurant Buffet Service: self-service for our guests is not permitted according to current regulations. will be served exclusively by our employees
- ✓ Safe and hygienic handling of dishes as well as frequent replacement of food handling utensils
- ✓ Hand sanitizer dispenser will be available at the entrance of the restaurant. All guests are asked to use hand sanitizer when entering and leaving the restaurant
- ✓ Tables will be arranged to ensure the required minimum social distance
- ✓ Disinfection of tables after each guest including any items on the table
- ✓ Ventilation and thoroughly cleaning of the restaurant after each service
- ✓ Restaurant and bar staff will perform personal hygiene (frequent regular handwashing, cough hygiene) as strictly as possible
- ✓ Consumption at the bar counter will be allowed only if it is possible to keep a safety distance at least one meter between guests and between staff and guests.

CLEANING AND DISINFECTION OF COMMON AREAS

- ✓ Increased frequency of cleaning and disinfecting of all common areas (public restrooms, hall, corridors, elevators etc.)
- ✓ Hand-washing and hand hygiene recommendations placed in public restrooms
- ✓ Special attention to disinfecting often-touched surfaces in the public areas of the hotel such as light switches, handrails, elevator buttons, room key cards, chairs and door handles etc..

CLEANING AND DISINFECTION OF GUEST ROOMS

- ✓ Implementation of new disinfecting procedures to clean rooms after guests depart and before the next guest arrives to prevent COVID-19 transmission
- ✓ Proper ventilation of the room as often as possible
- ✓ Bed linen and towels will be changed only upon request if the guest declines daily housekeeping service
- ✓ Special deep cleaning and disinfection of objects and surfaces that are frequently touched in the room (light switches, telephone, hairdryer, safe, remote control, door handlers, faucet, coat hangers etc.).

POOL AND BEACH

- ✓ The sun beds at the pool and on the beach are placed respecting the required minimum safety distance
- ✓ All guests are asked to use hand sanitizer when accessing the pool area and the beach
- ✓ All guests are asked to observe the basic hygiene pool rules which are displayed on posters in the pool area
- ✓ Separate entrance and exit points to the pool area
- ✓ Proper pool maintenance with regular cleaning of filters
- ✓ The sun beds will be cleaned and disinfected daily by one of our employee. The guests have to disinfect their own sun bed exclusively using a hydroalcoholic based disinfectant product available at several points of the pool area.
- ✓ It is recommended to cover the sun lounge with its own beach towel