



Safe Hospitality Protocol

Many travellers wish to be informed about the specific health and safety measures adopted by the Hotel before making a reservation; we here offer some information about our security protocol.

Reception

- We do not require any health certificate to access the Hotel but temperature controls can be performed at the check-in time: in the event of Covid-19 suspected cases, we will apply all measures provided by the health legislation.
- We assure quick check-in and check-out.
- Gloves will be used any time the Staff will get in touch with luggage and personal effects.
- The main entrance doors of the hotel open automatically.
- Access to lifts is limited to one persone at a time, or more if related, to assure the required safety distance, and lifts are constantly sanitized.
- Hand sanitization points are available at the entrance of all common areas, on each floor (PPEon request).
- Access to the property is allowed only to visitors who have previously made a reservation via web or telephone, and who are wearing a mask.
- According to the current regulations, no valet parking service is provided.

Rooms and common areas

- The automation of our Hotel allows the opening of room doors through magnetic reading of badges, that are constantly sanitized.
- Guests will find their room sanitized through ozone treatment upon arrival; this cleaning guarantees maximum hygiene of all the room, including all devices (minibar, telephone, safe, etc.)
- If you wish that nobody enters your bedroom during your stay you can ask to skip daily cleaning.
- Our air conditioning system is brand new and offers non recycled air; we assure that there is no risk of bacteria spreading in using the air conditioning in your room.
- All linen in your bedroom has been sanitized following strict sanitary rules; if you wish to have more details about laundry cleaning process, please ask the Front Desk staff.
- All textiles in your room, including carpets, sofas, chairs, curtains and pillows have been 100% sanitized through ozone treatment.
- We assure that our Staff works using proper personal protection equipments, according to the government sanitary rules.
- We ensure constant hygiene and cleaning in all our ambience (handles, buttons, panels etc.)
- Fitness center: our fitness room is regularly sanitized; please be so kind to use the sanitary kit at your disposal after your training, in order to respect other Guests that might use the machines.
- Massage service, bike rental service and other facilities will be available only if booked in advance, in order to guarantee the possibility to apply the sanitization protocol.

Breakfast room & restaurant

- Only Guests with Green pass or vaccination card are allowed to enter the indoor restaurant.
- Our staff has been trained about food hygiene rules, in compliance with current legislation.
- The tables have been positioned to ensure the distance of at least one meter between Guests, except for families or cohabitants.
- We provide outdoor service on the panoramic terrace; the dining room close to the terrace is constantly ventilated.
- Guests can approach the buffet area, one at a time, respecting the safety distance; our staff will take care of serving breakfast at the table.
- Room service is available on request.
- Access to the restaurant is allowed only to visitors who have previously made a reservation via web or telephone, and who are wearing a mask.
- At the end of each service we will provide sanification of all surfaces and fabrics.
- La Terrazza – Restaurant: a safe QR code system can be scanned from your own disposals and allows to easily check all our menus.