



(update on June 11)

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 guests from 6th year of age; outdoor only when, in the presence of more people, the maintenance of social distance of one meter is not guaranteed (with the exception of households)
- ✓ All employees will be equipped with masks at all times
- ✓ 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 residence: front desk, near elevator and breakfast room
- ✓ 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 by the entrance

BREAKFAST ROOM

- ✓ Access to buffet only with a protective face mask (covering the mouth and nose), after hand disinfection and maintenance of social distance of one meter
- ✓ Hand sanitizer dispenser will be available at the entrance of the room. All guests are asked to use hand sanitizer 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
- ✓ Breakfast 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
- ✓ 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 room after service
- ✓ Staff will perform personal hygiene (frequent regular handwashing, cough hygiene) as strictly as possible

CLEANING AND DISINFECTION OF COMMON AREAS

- ✓ Increased frequency of cleaning and disinfecting of all common areas (front desk, elevators, public toilets etc.)
- ✓ Hand-washing and hand hygiene recommendations placed in public toilets
- ✓ Special attention to disinfecting often-touched surfaces in the public areas of the residence such as handrails, elevator buttons, room and bicycle key, chairs, door handles etc..

CLEANING AND DISINFECTION OF GUEST ROOMS

- ✓ Cleaning staff wear protective masks (nose/mouth), gloves and shoe covers
- ✓ 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.).

SWIMMING POOL

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