



**We will have the pleasure of welcoming you,
giving you the opportunity to spend a pleasant, peaceful and safe holiday!**

The measures adopted by our staff within our Hotels provide for the use of personal protective equipment and respect for social distancing. Some areas will be equipped with guided paths to avoid gatherings. The sanitization activities of the rooms and common areas will be intensified and sanitizing gel dispensers will be installed.

To prevent infection, careful personal hygiene is necessary, washing your hands frequently with soap and water, wearing masks if the distance is less than a meter, always maintaining the necessary social distance. **Safety is our priority and to welcome you in the best way we have worked to make our spaces even safer, but we also need your help!**

Reception of our Guests

Upon arrival of customers at the Hotel, if required by law, body temperature will be checked. To facilitate the check-in procedures, we ask you to send us your identity documents before arrival. The cards to access the rooms will be ready and disinfected, as well as the POS to make payments by credit card.

We suggest to **use the lift only in case of need** and wearing the mask, on arrival the luggage will be delivered directly to the room by our bellboys. The same suggestion also applies to common toilets, which will be sanitized continuously, but which, however, we recommend to use only in case of need and prefer the service and toilet in your room.

The **Restaurant services**, if necessary, will be divided into shifts assigned at check-in. The Management reserves the right to perform the table service with a choice from the Menu, or to set up the Buffet, prepared with food placed at a safe distance, which will be served by the staff, upon the choice and indication of the guest. The tables will be assigned by couple or by family unit, spaced from the other guests. At the entrance you will find sanitizing gel dispensers, which we ask you to use both at the entrance and at the exit. The equipment you find in the restaurant will be regularly sanitized by our staff.

At the Bar, the tables will be well spaced from each other and will be assigned for single couples or families. Guests can serve themselves at the Bar desk following the marked routes, or be served at the table.

In the **swimming pool and on the beach**, umbrellas and deck chairs will be placed at a safe distance. Although the deckchairs are regularly sanitized, it is always recommended to use your own personal beach towels. Also in these areas you will find sanitizing gel dispensers. Our staff will periodically sanitize the equipment.

Our **Animation Team**, while observing individual protection measures and distances, will encourage a fun and relaxing holiday for our guests. To avoid gatherings, team sports and other group activities were excluded. However, evening shows and Piano Bar will be set up with live music, as well as games and activities where you can observe the distance, or with a limited number and with reservation. All individual sports such as tennis, mini golf, bowls, darts, ping pong, muscle awakening, water gym, yoga and dance courses will be allowed. Currently the activities of the **Mini Club** are not allowed. Children can use the equipment and playgrounds only with the supervision of at least one parent who guarantees their distancing from the other guests.

Walking inside the Hotel, in the stairs or in the external avenues, we recommend our kind guests to **always keep to the right**.

In case of suspected infection, experiencing the classic symptoms such as: fever, dry cough and breathing difficulties, you need to isolate yourself and immediately notify our staff, who will contact the local health services.

Our **Reception** employees will be available for any information 24 hours a day!