

# Hotel Terme La Serenissima – Abano Terme

## Protocol measures anti Covid 19

The hotel fulfills the rules dictated by Federalberghi regarding the guidelines proposed by the articles contained in the project "Safe Hospitality" 2021 as follows.

### GENERAL MEASURES

**SPACING:** throughout the structure a distance of at least 1 meter must be maintained between all customers except for your family or your room-mates. In the thermal pools area a distance of 2 meters must be maintained between people, sunbeds and umbrellas.

**HANDS HYGIENE:** Wash your hands often with soap and water as per instructions that we will give you upon arrival and that you will find in the service bathrooms. It is strongly recommended the use of disinfectant gel placed in the columns that you will find in different points of the structure.

**INDIVIDUAL PROTECTION EQUIPMENT:** The use of masks is required by law in all common areas of the hotel (except for the pool during swimming, the restaurant, and the bar during drinks and spa during some treatments). However, it would be appreciated to wear it even where it is not mandatory. If your mask breaks, please dispose of it in the dedicated bins (inside a closed bag) or hand it in at the Reception (inside a bag).

## RECEPTION

Receptionists are provided with the personal protective equipment necessary for the correct performance of their duties:

The dedicated reception and cashier's station is equipped with physical barriers; alternatively, staff must wear a mask on all occasions of contact with guests. Guests must wear masks at all times in enclosed common areas. In outdoor common areas, the mask must be worn when it is not possible to respect the distance of at least one meter, while staff must always wear the mask in the presence of customers and in any circumstance where it is not possible to guarantee the interpersonal distance of at least one meter.

At the entrance in the hotel, body temperature could be detected, preventing access in case of temperature  $> 37.5^{\circ} \text{C}$ , and in any case it will be required to check the Green Card for guests staying in compliance with the law July 23, 2021, n. 105, from August 6, 2021. At the reception and in other common areas, the interpersonal distance of at least one meter will be observed for respect to one another. Interpersonal distance will not apply to members of the same family group or cohabitants, nor to people occupying the same room or room for overnight stay, nor to people who under current regulations are not subjected to distance.

Guests will be required to send the hotel, prior to arrival, all the information necessary for registration, which are:

- a copy of their registration
- a copy of the identity document

while we will provide guests with the information on the processing of personal data.

Hand sanitizing products will always be available near the reception and at various locations in common areas.

The keys to the rooms will be sanitized every time the guest changes. Cleaning will also affect the key fob, if present. The availability of magazines and informational materials of mixed use is actually not given. Every item provided for use by the facility to the guest, will be sanitized prior to delivery to the guest.

The use of the elevators will be such as to allow the respect of the interpersonal distance, even with the mask, providing for possible exceptions in case of members of the same family unit, cohabitants and people occupying the same room or the same environment for overnight stay, and for people who according to current regulations are not subject to interpersonal distance. Elevator buttons will be cleaned frequently.

## **ROOMS AND COMMON AREAS**

The employees in charge of cleaning and tidying up the rooms as well as cleaning the hall and common areas, are provided with the personal protective equipment necessary for the proper performance of the work entrusted to them.

On the floors and in other work areas it will be mandatory to respect the interpersonal distance (at least one meter between one person and another). Whenever possible, the simultaneous presence of several workers in the same room will be avoided.

In any case, the guest must not be present during room cleaning. If the guest wishes that during his stay the cleaning staff does not enter the room, he can request it at the reception. The cleaning of the rooms is performed with a product called BAKTERIO and further sanitized with sanitizer IGIEN-OKI with vaporizer based on hydrogen peroxide at 1%.

In common areas (corridors, stairs, landings, lounges, etc..) all elements that will come into contact repeated contact with guests, such as handrails, handles, light switches, elevator buttons, etc. will be cleaned at regular intervals depending on the level of use.

The reception area, as well as any other area of the facility where several people are present will be ventilated periodically. The floors in the reception area and those in other areas will be washed and disinfected with products appropriate to the different types of materials, and in any case with a frequency appropriate to the crowding of the same during the day. The furniture and all contact surfaces will be cleaned periodically, as is the case for the rooms, and the closer the greater the influx of guests.

## **FOOD AND BEVERAGE SERVICE**

Service personnel in contact with guests must wear masks and frequently wash their hands with sanitizing products (before each table service).

Customers must wear a mask until they will seat at the table. Food preparation staff must wear a mask. At the entrance of the areas intended for the administration of food and beverages (breakfast room, bar, restaurant, etc..), as in other common areas, the distance between people (at least one meter between a person and another or the greater distance defined by any ordinance of the local authority) will always be required for common respect . Information signs will be posted to facilitate distance compliance. No more customers may be present inside the premises than there are seats. In the case entry will be allowed to a limited number of guests at a time, according to the characteristics of the room, so as to ensure the maintenance of at least one meter of separation between the seats. The kitchen is sanitized daily with Amuchina solution for tables and walls, while the floor is treated with Labiosan solution.

## **CURE DEPARTMENT**

The mask must be worn for the duration of the mud therapy, except when showering. 4. All of our operators will be provided with a mask and gloves and hand sanitizing will be frequent. 5. During aesthetic treatments that do not allow for safe distances to be maintained, the operator will be provided with an

FFP2 mask, gloves and protective visor. 6. Equipment that is used for particular treatments will be disinfected at each client change.

## THERMAL POOLS

For thermal pools there is a plan to limit access, with particular attention to indoor environments and enclosed spaces.

1. At the entrance of the pools you will find a column with sanitizing gel; before entering you should sanitize your hands!
2. The sunbeds must be spaced at least 1.5 meters apart (except for families), umbrellas must be spaced from the center site at least 3.60 meters apart.
3. The masks can be removed only once you are in your sunbed and must be placed inside your bags. The mask will always be worn during the paths and various walks with the exception of the descent into the water.

E 'MANDATORY: - Take a shower before entering the water; - Wear a cap in the water; - Keep the distance between people of at least 1 meter between people, even in the whirlpool areas, and 2 meters during any collective activities or during physical activities intact; - Wear diapers to children in water.

IT IS FORBIDDEN: - To blow one's nose in water; - To urinate in water; - To spit in water.

The density of crowding in the pool is calculated with an index of 4 square meters of water surface per person.

**Pools are regularly sanitized with OXISAN hydrogen peroxide sanitizing solution with nebulizer.**