

SAFE HOLIDAYS IN THE TIMES OF CORONAVIRUS

Dear Guest,

we want you will enjoy your holidays without worries, for this reason, we have worked constantly to improve our safety and hygiene measures by aligning them with the current regulations and recommendations regarding Covid-19.

Security protocols led us to these first guidelines:



- We will maintain a warm and friendly as always but spaced relationship;
- Our staff will wear the mask and the devices, daily we will measure the body temperature and are being trained to guarantee maximum safety service;
- Hotel guests must wear a mask in the internal common areas and keep a distance;
- We will be even more careful to sanitize the common areas;
- In the common areas of the structure you will find a series of workstations to disinfect your hands;
- Self Check-In, a few days before your arrival we will send you an email requesting your personal data, so as to streamline check-in and not have gatherings at the reception;
- Upon your arrival your room will be delivered, cleaned and sanitized with specific products, and will be sanitized on arrival and departure with a professional ionizing machine;
- Our Housekeeping staff will be able to rearrange the room always and only without any guest in the room to ensure maximum security; the evening will not be done the evening review of your room to minimize contamination, but we are still available.
- As per legislation we will have to remove the paper materials from the rooms and tables because they are subject to great manipulations but we will work digitally or by requesting direct information, the remote controls will be sanitized and wrapped at each new arrival;
- The surfaces of the rooms and common areas are disinfected as per sanitary rules;
- We pay particular attention to room ventilation;
- For breakfast we are organizing a service to ensure adequate spacing avoiding contamination. Breakfast can be served on our terrace or veranda or in the privacy of the room. In the most crowded periods we will ask you to book your arrival in the lounge;
- Our terrace will be freed during the day as much as possible to give space to the greatest number of Guests always observing the rules of the spacing of about 1 m of the beds between non-joined;
- The protocols, at least for the moment, do not allow us to use both common and private whirlpools in the rooms;
- We will be at your disposal to book restaurants, to organize private tours in wine cellars or to discover the neighboring places.

Given the uncertainty of the general situation, these measures will be updated constantly!

Last update date: 26.05.2020

For any information or request not hesitated and contact us.

We are at your disposal .

Fam. Mazzoldi & Staff