

# FONTANELLE

— ESTATE —

## COVID-19 UPDATE

### YOUR WELLBEING, OUR PRIORITY

*Dear Valued Guest,*

In our hotel the health and safety of guests and employees continue to be our top priority.

We have taken diligent health and safety measures in according to the recommendations of the Ministry of Health and the WHO (World Health Organization) constantly monitoring the evolution of pandemic.

We will continue to closely follow the latest guidance from the Italian government and world health authorities.

We will undertake comprehensive and continual reviews of our operations to ensure that our health and safety protocols continue to meet the highest standards and comply to any new requirements.

#### General Procedures

- ✓ All employees are provided appropriate safety equipment.
- ✓ 24/7 doctor and clinic are provided upon request with appropriate charges
- ✓ Maximum capacity is restricted to 2 people of the same household in each elevator.
- ✓ Protection tools and sterilization products are provided by companies approved by the Ministry of Health.
- ✓ Valet service is only available on request.

#### Reception Precautions

- ✓ Sterilizers are placed at all entrances and throughout the hotel.
- ✓ To minimize risks, contactless check-in and check-out are encouraged.
- ✓ Guest check-in procedures are encouraged to be electronic and we strongly encourage to send your personal details before check-in. For guests who have booked directly with us, we will contact them via email approximately 10 days prior to arrival with information about our enhanced health and safety measures and to help them make the most of their forthcoming stay.
- ✓ Hand sanitizers are placed on the reception and in all public areas.
- ✓ Hand sanitizers and face masks are available for guests to use, upon request.
- ✓ All public areas are sanitized regularly.

#### Employee Precautions

- ✓ All employees are aware of the importance of the state of health and know the safety procedures applied by the hotel.
- ✓ All our colleagues have been trained on hygiene and sanitation protocols.
- ✓ All our colleagues are equipped with personal protective equipment (PPE), practice strict, personal hygiene and safety precautions at work and stay at home if they are unwell.

#### Restaurant Precautions

- ✓ Appropriate table distancing measures in breakfast areas and restaurants have been adopted.
- ✓ All cutlery, china and glass wear are sanitized after use.
- ✓ Hand sanitizers and masks are available on each table upon request.

#### Swimming Pool Precautions

- ✓ Regular sanitation of the swimming pool.
- ✓ Sanitation of the pool area, surfaces, tables and chairs after each use and after the closing.
- ✓ A space of at least one meter between each chaise longue.
- ✓ Pool towels will be given directly to the guest.
- ✓ Large group activities at the pools are not allowed.

#### Fitness Centre and Spa Precautions

- ✓ All equipment, surfaces and gym area are sanitized twice a day and after use.
- ✓ An appropriate distance is maintained between each machine.
- ✓ Usage of showers, Jacuzzi, steam and sauna will be operated in accordance with our enhanced cleaning protocols and with the local code and regulations.

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## **Housekeeping and Laundry Precautions**

- ✓ Rooms disinfected daily with products by the instructions of the Ministry of Health.
- ✓ All public area points of contact and public bathrooms are cleaned and sterilized using anti-viral products.
- ✓ Corridors are sanitized every day and rooms are disinfected after guests' check out.
- ✓ Nebulizer is used to disinfect furniture and fabrics.
- ✓ Laundry, linen and swimming pool towels are washed at high temperature and the laundry is completely sanitized daily.
- ✓ Bed linen will be changed on daily bases on request.
- ✓ Safe disposal of waste in coordination with Ministries of Health, Housing and Environment.

## **Prescriptions and Procedures following Covid swab**

In case of need, during the stay at our facility you can book a Covid-19 test at the reception.

The reception is also available to provide information and assistance on the procedures which are activated automatically in case of positive outcome of the Test.

The requirements to be followed are as follows:

- ✓ Transfer of the guest to a territorial Covid hotel or, in case of serious symptoms, to a hospital structure indicated by the Department of Hygiene, through which the medical transport also takes place (both managed by the National Health System).
- ✓ Maintenance in isolation until a new COVID test is negative.
- ✓ Prohibition to have social contacts during the period of isolation.
- ✓ Prohibition to travel.
- ✓ Obligation to remain reachable for surveillance activities.

Failure to comply with the prescribed requirements is sanctioned according to the terms of the law in force.

Wishing you a wonderful stay, we thank you for your understanding.

Sincerely,

Mrs. Phoebe Farolfi – General Manager

For more information please kindly contact [ph.farolfi@fontanellestate.com](mailto:ph.farolfi@fontanellestate.com)