

# Covid-19: HYGIENE AND SAFETY at Grand Hotel Principe di Piemonte

Grand Hotel Principe di Piemonte is committed to the Covid-19 hygiene and sanitary measures, focusing on ensuring the health and safety of guests and hotel's staff.

The Hotel is:

- **Committed** to protect customers and employees.
- **Responsible** for guaranteeing the application of the safety protocols.
- **Ready** to make guests' stay as safe and enjoyable as possible.



# HYGIENE AND SAFETY - BASIC

- The new hygiene and cleanliness standards are issued with the support of the University of Pisa to avoid the risk of Covid-19 transmission, enhancing the safety of guests and the staff;
- Maintaining a minimum distance of 1 meter is required both for guests and the team;
- Our Hotel is regularly disinfected with virucidal products;
- Hand sanitizer dispensers are available in public areas;
- Face masks are compulsory both for employees and customers.

# HYGIENE AND SAFETY – CHECK-IN

- Automatic body temperature test is required at check-in. Anyone with a temperature above 37,5°C will be denied access;
- Check-in time is delayed from 2 pm to 3 pm; extra time for the new hygiene standards and sanitation guidelines is necessary;
- Face masks are compulsory both for staff and customers;
- Hand sanitizer dispensers are available at reception desk;
- Check-in online is available for guests;
- Plexiglass shields are placed at the reception desk;
- Health declaration form is required to be filled on arrival.

# HYGIENE AND SAFETY – PUBLIC AREAS

- Frequently-touched surfaces (handrails, door handles and elevator buttons) are disinfected with virucidal products repeatedly throughout the day;
- Hand sanitizer dispensers are available in public areas;
- Face masks are compulsory both for staff and customers;
- Restrooms in public areas are cleaned and sanitized multiple times a day;
- Both the beach clubs, Corallo Beach Club and Teresita Beach Club, which we are connected to, respect the national hygiene & safety protocol;
- Public areas are ventilated daily;
- Disposable items (used gloves, masks, tissues) must be thrown out in the proper waste bin, with an automatic lid and disposed of according to the hotel and national protocol for waste management;
- The fitness room is available on request and 1 person at a time is allowed.

# HYGIENE AND SAFETY - GUESTROOM

- Room service is delivered to the door of the guests' rooms;
- Only single-use products are available in guestrooms;
- All rooms are ventilated daily;
- After every guest's check out, the room bedding and linens are changed and bagged directly in the guestroom to mitigate the risk of potential transmission;
- Our cleaning protocol established is to replace the mattress cover and the pillow cover at every check out; the pillow cover is antibacterial, breathable, waterproof to protect the pillow from human fluids;
- Every room has a centralized ventilation system;
- Magazines and Hotel directory are temporarily removed.

# HYGIENE AND SAFETY – F&B

- Arrangements have been made to ensure social-distancing set-up between tables;
- Signs remind guests to sanitize their hands with hand sanitizer at the gel dispenser;
- Face masks are compulsory for customers who have not been seated yet;
- Face masks and disposable gloves are compulsory for waiters;
- Single-use menus are provided.

# HYGIENE AND SAFETY – ROOFTOP TERRACE

- Panoramic rooftop terrace pool is open. Sunbeds are distanced according to Covid-19 safety and sanitary measures;
- Hand sanitizing is requested to access;
- Shoe covers are required and available at the entrance, unless clients are wearing the Hotel swimming Flip Flops ;
- Swimcaps are mandatory to use the pool;
- Water tests have been improved and intensified.

# HYGIENE AND SAFETY - TRANSFER

- Vehicles are treated with ozone-generating machines;
- Automatic body temperature test is required before the ride;
- Face masks are required both for drivers and passengers;
- Hand cleaning and sanitization is requested at the entrance /exit of the vehicle both for drivers and passengers;
- The car seat next to the driver must be left free;
- Plexiglass shield is placed between driver and guests.



# HYGIENE AND SAFETY - STAFF

- Our staff is trained to follow good preventive practices;
- Each member of staff declares to have a body temperature of less than 37,5° with a daily self-certification stating;
- Focused re-training programs for Housekeeping teams on the new cleaning protocols are one of the property's priorities;
- A Covid-19 emergency kit is available at the reception desk. It includes: disposable gloves, full-length long-sleeved gowns, face shields, face masks, emergency numbers and procedure plan. Hotel staff is trained to manage first aid in the event of suspected Covid-19 symptoms from a guest or a member of staff;
- Personal Protective Equipment (PPE) is required;
- Our staff sanitizes every workstation once a day at the end of the working day.