

ENJOY YOUR STAY

BE SAFE

## DonnaCarmela Resort & Lodges Measures against COVID-19

### **General safety precautions**

- At check-in guests will be detected body temperature through a thermo-scanner. In addition, the entire Resort team will perform daily temperature control.
  - The registration of guests will be accelerated, favouring the pre-registration of documents, requesting them in advance from guests or booking agencies.
  - Fast check-out is recommended by sending the final bill via e-mail or WhatsApp message.
  - Guests will always wear the mask in closed common areas. In common outdoor areas, the mask will be worn when it is not possible to respect the distance of at least 1 meter, with the exclusion of the inside of your own household.
  - Protective masks and hand sanitizing gel will be made available to all guests of the Resort.
  - All employees in service will always wear a mask; protective visor and gloves where necessary.
  - Throughout the entire area of the Resort (both inside and outside), social distance of at least 1 meter will be requested, except within your own household.
  - Hand disinfection columns are located at the entrances of the common areas of the Resort
  - The use of the lift will be allowed only by wearing a protective mask and only after disinfection of the hands.
  - All detergents and disinfectants used have an antibacterial and antiviral effect certified in accordance with the anti Covid-19 provisions.
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- Continuous training of our employees is provided to ensure compliance and strict application of all preventive measures.

### **Cleaning and disinfection of common areas**

- Continuous daily sanitation of all common areas and all critical points of contact (handrails, elevator buttons, door handles, sun loungers and relaxation areas, fitness equipment, etc.)

### **Cleaning and disinfection of rooms**

- Special deep cleaning, disinfection of all rooms before the arrival occupation. At check-in day, we will also be applying a special seal that ensures that the room has been sanitized with the necessary disinfection procedures.

- Daily cleaning of rooms according to current hygiene protocols.
- Disposable cleaning tools (differentiated cloths, gloves and fresh water) will be used for each room.
- Sanitizing gel and personalized mask will be available in each room for each guest.
- The entire bedroom linen will be washed and sanitized by an external professional laundry according to certified procedures.
- Cleaning staff will wear protective masks (mouth/nose) and protective gloves.

### **Wellness, Pool e Fitness**

- For the solarium areas we will ensure a distance between the umbrellas in order to ensure a surface of at least 10 square meters for each umbrella; among the equipment (sunbeds, deck chairs), when not positioned in the umbrella place, a distance of at least 1.5 m will be required.
- The body temperature will be measured to all guests and operators before each treatment in the massage room and access to fitness rooms.
- Hand sanitizer dispenser available in all areas.
- Constant disinfection and expected spacing of all fitness equipment.
- All personnel in the Wellness department will wear personal protective equipment required by the regulations anti Covid-19 (protective visor and mask mouth/nose; disposable gloves where provided).

### **Food & Beverage**

- Reception and storage of all food goods and preparation of all dishes strictly in accordance with the latest HACCP guidelines.
- Disinfection of fruits and vegetables served raw, both at reception and service.
- Hygienically guaranteed handling of all dishes and constant sanitation of handling instruments.
- Ensuring social distance between tables and use of outdoor areas
- The Food & Beverage linen will be washed and sanitized by an external professional laundry according to certified procedures.
- Use of protective masks (nose/mouth), disposable gloves and protective visors during processing and food production.
- Use of protective masks during food and beverage service.
- Hand sanitizer dispenser available in all areas.

*The measures listed are updated on 19.06.2020 and subject to changes related to subsequent updates*