

# #Feel at Home

H2C Hotel has always put people first and, today more than ever, attention to our Collaborators and our Guests represents the focal point for the restart and for the future.

The primary goal is to ensure the health and safety conditions for all. For this purpose, within the structure it was formed a Committee for the application, implementation and verification of the rules of the protocol with the participation of the RLS.

We are continuing to do intense team work to offer our Guests the warm and personalized welcome that has always been one of the fundamental and most beautiful principles of our work.

We want to share some information in order to make you feel even more safe, secure and relaxed while staying at our hotel. Achieving this is a shared responsibility. We appreciate your support and understanding.

## Front office e hall

- Our staff follows all safety protocols in compliance with WHO guidelines, DPCM and regional ordinances
- The access of the Guests, Collaborators, Visitors and Suppliers is controlled through temperature measurement and filling in the self-certification
- Plexiglass panels have been placed at the reception and bar counter and gel dispensers have been distributed in all areas
- Electronic payment systems are available
- It is mandatory to wear a mask in all common areas and where distance of at least one meter is not possible
- The common areas, the restaurant and the meeting rooms were rearranged to ensure the adequate distancing of the Guests according to the guidelines of the competent authority
- Both vertical and horizontal signs help to remember the recommendations for the spread prevention of the virus.
- The cleaning and sanitization of the common areas and all the greatest contact points (surfaces, lifts, button panels, reception, bar, tables, sofas and bathrooms in the hall) has been intensified
- Newspapers, printed menus, pens and papers have been removed
- Our heating / air conditioning systems do not provide for air recirculation. They are monitored and periodically maintained according to the recommendations. In addition, extraordinary maintenance and filter changes have been intensified on a monthly rather than quarterly basis

## Rooms

- Gel dispensers and signs have also been placed on the floors
- The cleaning and sanitization of the rooms is carried out by qualified staff with products recommended by national and local protocols.
- All possible sources of contagion have been removed from the rooms. There is only water bottles in the minibar, all other products are available on request.
- Linen and towels are washed according to national and local authority guidelines
- The TV remote controls are protected by a bag that is replaced upon departure of the guest.
- A seal on the bedroom door guarantees that there have been no other accesses after the sanitization.
- You can choose not to use the room cleaning service during your stay
- The use of the indoor gym and the laundry service for personal clothing are currently suspended
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## Restaurant

- Our staff follows all safety protocols in compliance with WHO guidelines, DPCM and regional ordinances
- The breakfast service is carried out through a breakfast box in eco-sustainable material containing individually pre-packaged products so as to be completely uncontaminated. Hot drinks are still served at the table, as other some fresh products. Disposable placemats and cutlery are used.
- The restaurant and tables have been rearranged by reducing the number of seats and promoting interpersonal distancing
- Tablecloths, plates, cutlery, glasses and other tableware are sterilized each time they are used.
- Salt and pepper shakers and oil bottles have been removed and they are supplied on request after being sanitized. Disposable products available
- Tables, chairs, bar counter and all the major contact points in the restaurant are frequently sanitized
- The catering services are carried out exclusively by our staff taking into account all the safety criteria provided.
- Guests are invited to follow the anti-contagion recommendations through signs (both vertical and horizontal) and to use the gel dispensers before access to the restaurant area.
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## Meeting rooms

- Our staff follows all safety protocols in compliance with WHO guidelines, DPCM and regional ordinances
- Sanitizing gels and signs are placed in the common areas, at the entrance to the conference area and inside the meeting rooms
- The chairs are positioned at a distance of 1 meter from each other, according to the guidelines of the competent authority.
- Notepads and pens are supplied upon request. The water is supplied in disposable bottles.
- During breaks, the rooms are sanitized and an air change is favored. The sanitization of all greatest points contact is repeated (handles, buttons, microphones, remote controls, PC connection cables ...)
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H2C Hotel Milanofiori