



MOOD
HOTELS

COVID-19 MEASURES

We adopt internal security protocols in line with national and regional legal provisions, recommendations and guidelines on Covid-19, in order to provide a safer environment for our guests.

STAFF

Every member of staff is fully vaccinated and has the Green Pass, constantly receives careful training on the adoption of new hygiene and sanitization protocols and strictly complies with the protective measures recommended by global governing agencies.

CLEANING AND SANITIZATION

The frequency of cleaning and sanitizing the hotels has been increased with certified products with an emphasis on thoroughly cleaning frequent contact surfaces and objects, such as handles, remote controls, and switches.

The room cleaning service is operated on the basis of guidelines provided by the WHO, European and International provisions.

CHECK-IN

With our new fast check-in procedures, we ask for customer documents before their arrival, in order to streamline the registration practices. We are investing in new technologies to implement the web check-in service, reducing moments of physical contact and ensuring high levels of safety and efficiency.

COMMON AREAS

Hand sanitizers and temperature scanners are available in key places including receptions, lobbies, restaurant entrances, meeting and event spaces, and fitness areas. Where possible, entry and exit paths are split so as to reduce gatherings.

RESTAURANTS & BARS

Both in the hotel restaurants and bars, we observe social distancing and we comply with the local occupancy limits. The self-service buffet during breakfast has been replaced with the assisted one and printed menus have been changed to digital ones. Our kitchens and all the utensils are continuously sanitized.

Please note that, starting from 10 January 2022, the Super Green Pass (issued only to those who have undergone the vaccine or have recovered from the Covid-19) is expected to be checked for all the guests.