

**METROPOLE HOTEL VENEZIA –
2020 HEALTH & SAFETY SPECIAL MEASURES**

The Metropole Hotel Venezia considers very seriously the health and safety of its guests and personnel: being a family owned hotel run directly by Mrs Gloria Beggiato, Owner & GM, we put great attention to immediately implement hygiene and sanitation protocols, following the recent guidelines of the WHO – World Health Organization.

Our Clients are part of our Family and our mission is to protect their health and safety anytime, letting them enjoy a lovely stay in total relax and serenity.

Our special H&S Measures:**PUBLIC AREAS**

Special attention is paid to all cleanings in the public areas, using **alcohol-based disinfectant products** and **disposable cleaning materials**. Each public area is constantly sanitized during the day and night.

Particular attention is paid to the **disinfection of handles, switches, telephones** and any other device of public use.

All public areas will be **constantly aired** and any **filters sanitized** with alcohol-based disinfectant products.

Our Guests will be encouraged to use **hand sanitizer** distributed in any public areas, before having access to the Hotel, Breakfast room, Restaurant, Bar and Spa, as well as any other public area.

Elevators will be for clients exclusive use, only for each couple of guests or single person.

Elevators will be disinfected constantly during the day using alcohol-based disinfectant products, paying particular attention to pushbuttons and any touch points.

We are paying great attention to **properly inform our Guests**: at time of confirmation, Guests will be duly informed about any special procedures and will be encouraged to travel with their own personal protective devices. In case of need, a Special Kit with sanitary mask and gloves will be available at our Front Desk.

GUESTROOMS:

Being a family owned hotel, we pay great attention to all our rooms. Each Guestroom will be meticulously **sanitized using alcohol-based disinfectant products**. Bathroom in particular will be cleaned using **disposable cleaning materials** distincted for each surface. Any other cleaning material will be washed separately at high temperatures.

Each **Guestrooms will be regularly aired** and guests will be encouraged to open windows before leaving the room, anytime during the day.

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Any AC **filters** in the guestrooms will be sanitized with alcohol-based disinfectant products and cleanings regularly monitored.

We will also pay special attention to **in-room equipment** such as cups, glasses, cutlery and any other equipment that will be **disposable** when applicable, and regularly replaced and washed in dishwasher at high temperatures.

As a family owned Property, we take very seriously the H&S measures of our Personnel: all our Housekeeping **Staff is duly trained and constantly updated** following the most recent WHO guidelines, and is equipped with individual protection devices.

FRONT DESK:

Our Guests will be encouraged to use **hand sanitizer** easily available at Front Desk and any other public area of the hotel.

All **Front Desk Team is duly trained and constantly updated** to assist guests in any need, to face daily as well as emergency procedures following the most recent WHO guidelines, and is equipped with individual protection devices.

Front Desk and Cashier desks will be regularly disinfected using **alcohol-based disinfectant products**.

At our Lobby we have implemented special **indications on social distance measurement** and Guests will easily recognize proper distances.

We also pay special attention to room escorting: our **elevators will be for our Guests' exclusive use** only while our Front Desk Team will wait for Guests in corridor maintaining proper **social distance**. Assigned Guestroom will be pointed from outside and basic important instructions will be given from our Team without entering in the room or limiting any time spent in common areas. Any other information regarding guestroom, hotel and services will be available directly in the room.

Passport and any other document details will be asked at time of reservation in order to speed up registration procedures and time spent at Front Desk.

FOOD&BEVERAGE:

Our Guests will be encouraged to use **hand sanitizer** easily available at Restaurant, Bar, Breakfast room and any other public area.

At our **Oriental Bar tables will be reserved** for our Guests at proper **social distance** and service will be available only at tables. Our **Oriental Bar Team is duly trained and constantly updated** to assist guests in any need, to face daily as well as emergency procedures following the most recent WHO guidelines, and is equipped with individual protection devices.

Our **Kitchen is constantly sanitized** using alcohol-based disinfectant products. Our Chef and team are following the **strictest hygiene protocols** equipped with **individual protection devices**, in compliance with the most recent WHO's regulations.

Our **Breakfast Room is constantly sanitized** using alcohol-based disinfectant products. Guests will be encouraged to use **hand sanitizer** before entering the Breakfast Room.

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Breakfast will be temporarily served at table assisted by a **dedicated person of our Team duly trained and equipped with individual protection devices**. **Menus disinfected** after any usage and table cloths as well as any table items will be changed after any usage.

Set up of tables at our **Oriental Bar, Restaurant and Garden** will be carefully planned to maintain proper **social distance**.

Any **food and beverages deliveries** will be carried out by our F&B personnel duly trained in all H&S measures. Any food and beverages delivered from our kitchen to any room, Orientalbar, Restaurant and any other outlets, will be properly covered and protected.

EXCLUSIVE SPA ONLY FOR PRIVATE USE:

The Metropole Spa&Wellness is ONLY for exclusive private use, upon reservation.

Guests will be encouraged to use **hand sanitizer** easily available at our Spa Welcome Desk.

All our **Spa Team is duly trained and constantly updated** to assist guests in any need, to face daily as well as emergency procedures following the most recent WHO guidelines, and is equipped with individual protection devices.

Our Spa is meticulously and constantly sanitized using **alcohol-based disinfectant products**.

Our **Spa is on exclusive use** only, available for 1 person or 1 couple at a time. After each reserved session, **areas are properly aired and disinfected**.

Any used towels and bathrobes will be immediately placed in specific bags and will be **washed at high temperatures, and replaced with new items**.