



SHG has always been attentive to the customer, your trust is for us the base of our services.

*That's why we have implemented a **safe welcome policy** with very strict guidelines aimed at making our hotels a safe place for your stay.*

A path organized by sanitation but also by staff training, awareness and structure for hotel guests.

Below, we list the user guidelines for all the hotels of the Shg Group to make your stay comfortable and safe

SAFE CHECK-IN:

- To make your check-in safe and fast, we have implemented a new tool that will allow you to record the data of your documents in complete safety before your arrival, in this way when you arrive you will only have to collect the key of your room. We sanitize each key with the appropriate products.
- The desks of our hotels are protected with plexiglass bulkheads and our staff is equipped with a mask and disposable gloves. Early check-in before arrival will allow us to carry on all the steps quickly without creating gatherings. Each desk is equipped with a laser body temperature detector thermometer. The temperature will be monitored both on arrival and on departure.
- A dispenser containing hand sanitizer is available next to the reception staff station.
- If you need it, a personal sanitizing / sanitizing kit will be available on request.

IN ACCORDANCE WITH THE IN FORCE REGULATION, WE CANNOT ACCOMPANY YOU IN THE ROOM OR SHOW YOU THE HOTEL, FOR THIS REASON, YOU WILL FIND A MAP OF THE HOTEL IN THE ROOM WHERE THE POINTS ARE HIGHLIGHTED IN YOUR ROOM.

DURING YOUR JOURNEY:

OUR ROOMS, AREA DUCTS AND ALL THE COMMON AREAS OF OUR HOTELS ARE CONSTANTLY SANITIZED.

- All guests will be able to use both the stairs and the elevators, the use of the lift will be regulated by our staff and only two people will be allowed to enter at a time in order to keep their distance.
- Breakfast will be available in the hall, you will find a coffee machine that you may use with your gloves and single dose, we will provide with gloves
- Our staff will be at your disposal throughout your stay also through the whatsapp chat.
- The cleaning and tidying up of the room during your stay will be carried out with high quality and certified products. You will be free to choose whether to renounce the daily cleaning of your room in order to limit the entry of our staff.

SELF CHECK-OUT

- To guarantee maximum security, at your departure you will only need to insert your key in the appropriate box located at the front office desk, if you have to pay the balance, you can use a pos terminal beyond the plexiglas and constantly sanitized
- If, during your stay, you would like to leave the hotel without carrying your room key, you can follow the same procedure.

We are waiting for you in the hotels of the Shg group for a safe stay!