

## What we are doing for you:



We have created an internal security protocol named **SAFE WELCOME POLICY** for all our SHG hotels;



We scrupulously follow the guidelines received from the Ministry of Health and the decrees issued by the Government and we keep ourselves constantly updated;



We have intensified the sanitization of common areas and rooms with specific products and procedures;



We daily check the health of all our employees and we kindly ask our customers for the same attention and responsibility.

## What we do expect from everyone:

- Maximum attention and responsibility;
- Follow the instruction posted throughout the hotel;
- Wear gloves and mask where necessary;
- **Contact us immediately** if you suspect that you are unhealthy or you have been in contact with people affected with Corona virus.

### AND DO NOT FORGET TO:

1. Wash your hands;
2. Avoid hugs and handshakes;
3. Keep the social distance: at least one meter;
4. Do not touch eyes, nose, mouth, with your hands;
5. Do not take antiviral drugs and antibiotics unless prescribed;

And finally, enjoy your stay!



## Salute Hotel Group

SHG Hotel Catullo

Viale del Lavoro, 35

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[www.shghotelcatullo.com](http://www.shghotelcatullo.com)

[info@shghotelcatullo.com](mailto:info@shghotelcatullo.com)

## Contatti Emergenza

Numero Verde Regione Veneto: 800 990 009

Numero unico emergenza Covid-19: 1500



# Welcome back!

# DISCOVER OUR NEW SAFETY AND HYGIENE PROTOCOL



## YOUR HEALTH, SAFETY FOR ALL.

Customers' satisfaction and security is of utmost important to us: your trust is at the base of our services.

For this reason, we have created a [SAFE WELCOME POLICY](#) with strict guidelines aimed at making our hotels a safe place to stay in.

This led to a path that consist of sanitation protocols, staff training and staff awareness, and new facilities for hotel guests.



## SAFE CHECK-IN:

We have introduced a new online tool that will allow you to record your personal data securely before your arrival.

With this procedure, upon arrival, you will only need to collect your room key.

**We sanitize each key with specific products.**

The online check-in procedure made before your arrival, allows to avoid gatherings too.

The reception desks of our hotels are **protected with anti-breath plexiglass screens** and our staff wear **masks and gloves**.

Every time a guest enters the hotel will be checked with a **forehead non-contact infrared thermometer** at the reception desk. We also closely monitor body temperature of our staff members and suppliers.

A dispenser containing **hand sanitizer gel** will be available on each reception desk.

In case you need, a personal Sanitizing Kit will be available on request.



Scanning this **QR-CODE** you can access all the information of the hotel's Guest Directory that you usually find in the room.

*Scansionami*



## DURING YOUR STAY:

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

You are allowed to use the elevator **one person at a time**. Exception for families and those who share the same room.

**We setup hand sanitizer gel stations** all around the hotel: at the receptions desk, at the entrance of each common area, near the elevators at each floor, in each public toilette.

On the door of each common room, there are signs indicating the **maximum number of people admitted in** at the same time to avoid dangerous gatherings.

We provide **high-quality single portion products for breakfast**. The tables are reserved for only one customer at a time (unless you are a family or you share the same room) and spaced from each other according to the safety instructions.

**No buffet breakfast**: each table will be setup in advance with a full breakfast.

**Breakfast room service is always available**. A waiter will deliver your breakfast following a safe procedure, using close containers, mask and gloves.



## SELF CHECK-OUT:

For your safety at the departure you will leave the key in a box located on the front office desk.

If you have to make a final payment, a pos terminal will be at your disposal beyond the plexiglass protection.

The pos and all the keyboards that require typing, such as elevator buttons, room telephone, dispensers' keyboard, are **constantly sanitized** with special products.



## SECURITY AND CLEANING CHARGES:

This new emergency has forced the tourism operators to make large investments in cleaning, health and safety. This has led to the identification of a new parameter of costs strictly linked to the provision of the hotel service.

Our hotel group is committed to making this cost explicit both for transparency and **for a new customer awareness of the efforts made by the hotel** in this regard.



## ROOM AND COMMON AREAS CLEANING SPECIFICATIONS:

Cleaning and rearrangement of the room during the stay are entrusted to a specialized company.

All the products used as usual during cleaning and the new products and devices introduced for the total sanitation of the rooms are **certified and high quality**.

**Sanitization is done with products containing 70% isopropyl alcohol and products with chlorine**.

You will also be free to choose at any time whether to **renounce the daily cleaning of your own room** in order to limit the entry of our staff.

## Technical and regulatory references:



**GOVERNMENT DECREES RULES, CIRCULARS, ORDINANCES OF THE MINISTRY OF HEALTH CIVIL PROTECTION ORDERS**  
ABOUT CONTAINMENT AND MANAGEMENT OF THE EPIDEMIOLOGICAL EMERGENCY FROM COVID-19.



**DVR HOTEL (Risk Assessment Procedure)**  
BIOLOGICAL RISK AND OPERATIONAL PROTOCOL FOR THE CONTRAST AND CONTAINMENT OF THE DISSEMINATION OF THE VIRUS COVID-19 IN THE WORKING ENVIRONMENTS.  
*RSPP Studio Tecnico di Ingegneria Strinna – Integration to the hotel DVR document - 06.05.2020*



**THE NATIONAL PROTOCOL "ACCOGLIENZA SICURA"**  
SARS-CoV-2 VIRUS DIFFUSION PREVENTION MEASURES IN ACCOMMODATION TOURIST STRUCTURES  
*Federalberghi, Associazione Italiana Confindustria Alberghi, Assohotel - 27.04.2020*



**SELF CHECK AND HACCP PROTOCOL**  
Regolamento CE 178/2002 e dal Regolamento CE 852/2004



**ROOM CLEANING AND ENVIRONMENT SANITATION PROTOCOL AND TECHNICAL SHEETS OF THE PRODUCTS USED**  
*Cegalin Veneto S.p.A.*



## COVID MANAGER CHAT:

For any further needs we introduce you our new customer information service: an **Anti-Covid Manager** will be able to assist you at any time writing to:

[viaggiasesicuri@hotelsalute.com](mailto:viaggiasesicuri@hotelsalute.com)

In addition, a member of the **Anti-Covid Team** will always be available in each hotel.