



# COVID-19 STANDARDS

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# ENSURING SOCIAL DISTANCING

At the Grand Hotel Miramare our guests can be assured that social distancing will be granted from arrival to departure.

Grand Hotel Miramare being one of the most spacious property located on the Portofino Coast, with extensive gardens and outdoor facilities, we ensure compatibility with the recommended social distancing measures suggested by the World Health Organization's Covid-19 Travelling and Leisure Standards.





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# SUPERVISION & GUIDANCE

Social Distancing at the Front Desk, Restaurants, Recreational and Restroom facilities will be supervised by our employees.







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# 2 HECTARES OF LUSH GARDENS

ENSURING ADDITIONAL SPACE





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# OUTDOOR RESTAURANT & BAR

ENSURING ADDITIONAL  
DISTANCING

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# PRIVATE DINING VENUES

ENSURING ADDITIONAL SPACE

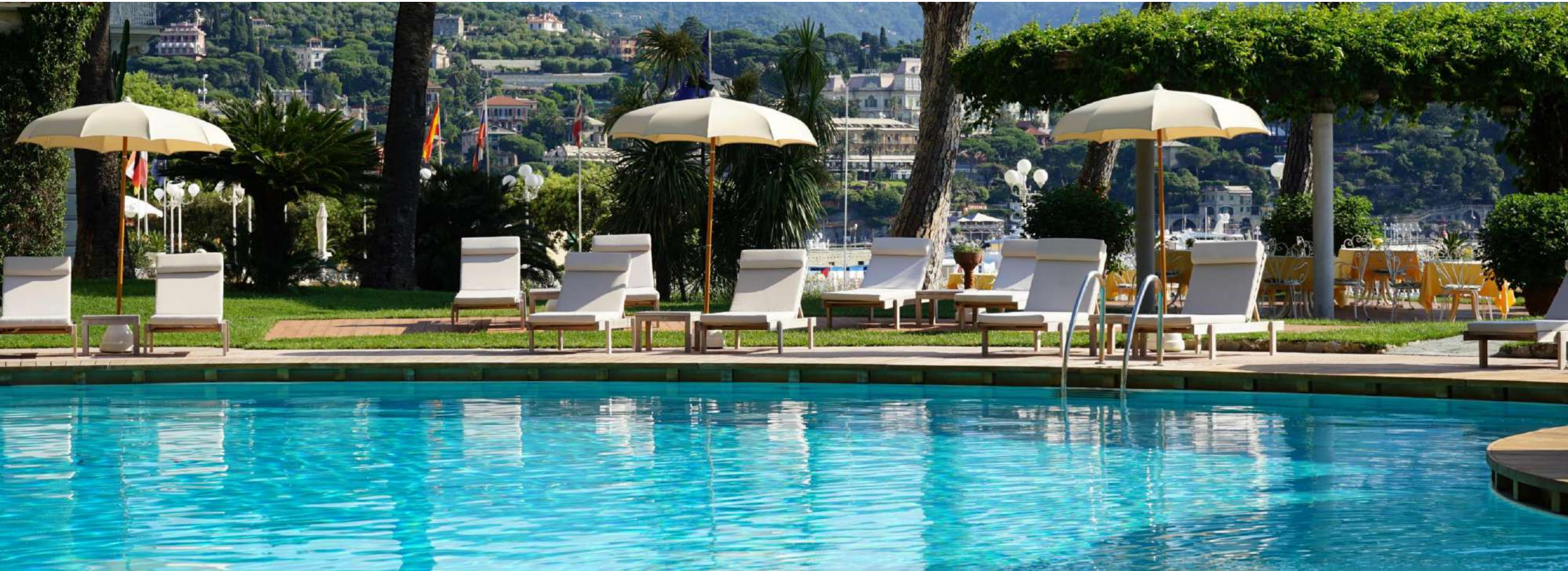




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# NEW LAY-OUTS

A dedicated seating layout has been set for all of our Public Areas and Restaurants.





4 METERS OF  
CEILING HEIGHT

LARGE PALATIAL  
CORRIDORS &  
STAIRCASES

ENSURING SOCIAL DISTANCING







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# OUTDOOR SPA GAZEBO

ENSURING PERSONAL  
DISTANCING PRIVACY AND  
PRIVATE SPACE.



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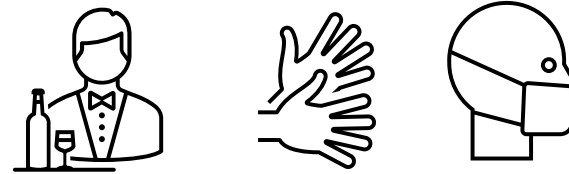
## HIGENE & SANITIZATION PROTOCOLS



Hygiene and Sanitization protocols for front and back of house areas are in place

We have implemented Hygiene and Sanitization protocols in all our front and back of house areas to ensure the regular cleaning and disinfection of the main contact areas on the entire property.

## PERSONAL PROTECTIVE EQUIPMENT OF EMPLOYEES



PPE is worn by all employees according to the Italian government regulations.

In order to protect our guests, employees and business partners, we are all wearing the personal protective equipment recommended by the Italian government.

This includes face FFP2 masks, gloves and protective visor for our SPA team for example.

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## SANITIZER & DISPOSABLE MASKS FOR GUESTS



For the health and hygiene of everyone, we have installed hand sanitizer in the most prominent places within the hotel and in the outdoor areas.

Additionally, hand sanitizer and masks are at disposal at the Front Desk.

## CLEANING SUPPLIERS



All our cleaning products adhere to the regulations set by the WHO and the Italian government, including 70% ethyl alcohol or 0,1% sodium hypochlorite, provided by Hagleitner.

We are changing gloves, sponges after each room of area that has been cleaned.

WHO standards are strictly applied.

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## **INCREASED IN ROOM CLEANING MEASURES**

Our dedicated Housekeeping Team is cleaning our guest rooms wearing personal protective equipment.

After each departure, all linen and terry, glassware cutlery and crockery are removed from the room and replaced with fresh ones. The mattress and pillow protectors are exchanged as well for the worry-free comfort of the guests. Special attention is given to the most prominent used spots within the rooms like doors handles, telephones or remote controls.

To ensure the highest level of hygiene, we sanitize the room with a hydrogen peroxide-based nebulizer after each departure.

## **WASHING LINENS**

To ensure the highest hygiene and cleanliness, our internal Laundry Team are washing all our linen and terry at a minimum of 70°C with disinfection chemicals.

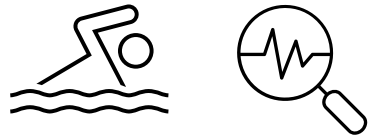
## **WASHING OF GLASSWARE, CUTLERY & CROCKERY**

To ensure the highest hygiene and cleanliness, we are washing all our glassware, cutlery and crockery in a dishwashing machine at a minimum of 70°C with disinfection chemicals.

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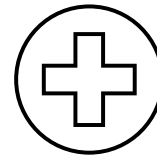
## OUTDOOR SWIMMING POOL



Entrances are regulated in respect to special distancing. Before entering the pool, all guests have to take a shower.

Sea pool water is also constantly depurated with chlorine and being changed automatically according to local authorities' and government's regulations. Water value is analyzed regularly every 2 hours.

## ENGAGING WITH LOCAL HEALTH AUTHORITIES

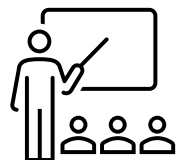


International standards together with local health authorities' regulations are in placed.



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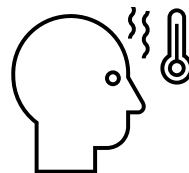
## REGULAR STAFF TRAINING



We are constantly training and informing our employees on the latest health and hygiene measurements to ensure a safe environment for all of us.

This includes regular re-caps in our morning briefings, daily reminders or prominent posters in all our back of house area.

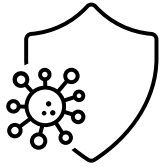
## REGULAR BODY TEMPERATURE CHECKS



Respecting the health & hygiene measurements for our employees, we are conducting regular temperature checks with proper devices.

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# ON SITE COVID TESTING



Our Covid-free Hotel provides on-site COVID testing (at fee) to help the guests comply with regulations for traveller re-entry to their countries.

Testing is done on request by a dedicated nurse and appointments may be made at our front desk.

Our Concierge team is at disposal for any further information.

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GRAND HOTEL  
MIRAMARE



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