



H O T E L  
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Monti Palace Hotel complies to all rules and applies all operational guidelines issued by the World Health Organization (WHO) operating according to Italian law and regional and municipal provisions for contrasting Coronavirus epidemic.

## **WEARING THE PROTECTION MASK IS COMPULSORY FOR EVERYONE AT THE HOTEL**

### **RECEPTION**

Body temperature of the entire Team is measured upon arrival at every shift of the day

Team shifting at the hotel is recorded daily and the official reports are available at the Reception .

All communication between the Team and the Management regarding the processes, the communications provided to guests about internal policies and the recognition of any symptoms manifested by both guests and team members is timely and continuously controlled.

For information purposes, multilingual notices are also available in all areas of the hotel

Monitoring of guests who may be ill: in compliance with privacy regulations, we monitor guests who have health problems. They will be required to stay in their rooms until the arrival of the health authorities. Reception staff can contact the ambulance in suspicious or more serious cases.

The Team does not intervene by recommending medicines, therapies and are forbidden to personally visiting guests.

Additionally Team is not they allowed to purchase medicines on behalf of the clientele.

### **GYM**

It is possible to use the Gym Studio only twice a day upon reservation

## **TECHNICAL SERVICES & MAINTENANCE**

Water disinfection: we maintain an appropriate concentration of disinfectant agents in the water implant. This is checked daily with the assistance of a Certified Company.

Laundry and dishwasher equipment: we verify the correct functioning of the laundry and dishwasher equipment in terms of temperatures and verify the correct dosage of detergents-chemical disinfectants.

Air conditioning: we daily check the quality of the air, and in particular the cleanliness of the filters, the rate of introduction of external air so to replace the inside circulation. All rooms and public areas are constantly aired.

Dispenser: we carry out regular checks to verify the correct functioning of the soap dispensers, disinfectant solutions, disposable wipes and the we ensure their availability to hotel guests in all areas.

## **BREAKFAST ROOM & BAR**

Information and communication to guests are handled by the food & Beverage Team. Hands sanitization dispensers are available on site.

The shelves, chairs, all breakfast equipment and drink dispensers are regularly disinfected and sanified. At each service all surfaces are disinfected. The washing of dishes and tableware is automatically processed, not by hand. We use high standards of washing, disinfection and rinsing, applying the highest level of precaution and ensuring the removal of pathogens agents.

Table service: The tables are positioned so that the physical distance between the back of one chair and the back of another chair is greater than one meter (1m); additionally gusts facing each other are separated by a distance of at least one meter. All areas are constantly aired.

## **CLEANING & HOUSEKEEPING SERVICE**

Houskeeping Team is informed of the cleaning and sanitization procedures to be carried out in the rooms at each guest check-in / check-out and at each stop regular room cleaning is carried out.

Sodium hypochlorite and ethyl alcohol are in primary use as per WHO indications.

Special attention is also paid to the common areas: Gym, Nerone meeting room, Bar, fifth floor Rooftop Bar Tiziano Terrace public toilet, hall, corridors, stairs and elevators plus the hotel's external perimeter and warehouse floor.

Cleaning and sanitizing activities are scrupulous, carried out according to strict criterias and with special procedures, such as the handling of solid waste potentially in contact with the virus, and the use of personal protective equipment such as masks, gloves and other disposals.

Cleaning Staff discreetly reports to the Management and the Reception Team in case of any relevant information regarding suspected guests with symptoms. In this event procedure states certain room should be dedicated to Covid guests so to respect their privacy and the safety of al otherm guests.

All rooms and common areas are aired daily.

Management - Monti Palace Hotel srl