

# # WE CARE *about you*



Dear guests and employees, we would like you to know that your safety and your wellness are our priority.

The aim of this document is explaining in detail all the prevention and sanitization measures implemented for the all people attending our facilities to maintain a high standard of health safety.

We would make you sure that the staff of every department (Hotel Management, Reception, Housekeeping, Maintenance, Garden and Pool Maintenance, Drivers, Administration, Storage, Kitchen, Washery, Restaurant Service, Bar and Room Service) has been trained to implement the new measures on his working area and on the general procedure of the facility: every employee knows exactly the proper way to follow the provisions and his responsibility in doing that.

We would like to thank all our colleagues for contributing to the drafting of this document: a valuable contribution that allowed us not leaving out any detail and providing to all guests a rewarding experience in full confidence.

With safety in mind, we suggest that you read the full document and the all measures we implemented.

You will be given our complete attention from your reservation to the time we will say goodbye: we are waiting for your next visit, ready to take care of you!

*We wrote this document in accordance with the interim guidance, 31 March 2020 "Operational Considerations for COVID-19 Management in the Accommodation Sector" issued by the World Health Organization.*

*Any update for Italy area is available on the official website: [www.salute.gov.it](http://www.salute.gov.it).*

**GENERAL INFORMATION** p. 3

1. Main Principle of Our Philosophy on Health-Related Issues
2. Information and Devices Available to Customers
3. Summary of Measures on COVID-19 Prevention

**RESERVATION & RECEPTION** p. 6

1. Advise on Your Reservation
2. I PALAZZI Historic Experience Hotels Welcomes You Providing the All Safety Devices for Your Stay

**HOUSEKEEPING & CLEANING PROCESS** p. 8

1. Cleaning and Sanitization of your Room
2. Toilets in the Common Areas
3. Cleaning and Sanitization Products and Process

**FOOD & BEVERAGE** p. 10

1. Opening time and Access Management
2. Menu Always at Your Fingertips
3. The Kithchen

**PRIVATE EVENTS & MEETINGS** p. 11

1. Private Events
2. Meeting Rooms
3. Organized Groups

**STAFF & INTERNAL PROCEDURES** p. 13

1. Protective Devices & Staff Safety Procedures

**SUPPLY OF GOODS & CERTIFICATION** p. 15

1. Goods Receiving and Suppliers and Goods Certification

# GENERAL INFORMATION

## *1. Main Principle of Our Philosophy on Health-Related Issues*

I PALAZZI Hotels Group has based its philosophy on a fundamental and inalienable principle: “to take care of guests and employees”. That has always been the value leading our decisions and it is leading us in this critical time to fight back and contain the COVID-19 pandemic. We are carefully monitoring the disease status and we implemented several preventive measures to assure the safety during your stay in all our facilities. We know the importance of travelling in a high standard of safety and we would like to thank you in advance for having confidence in us planning your stay to I PALAZZI Historic Experience Hotels. Together with the usual communication with our guests, we considered necessary reporting the measures implemented by our hotel group during this time of global emergency. To facilitate the understanding of the information needed in this situation, we created a special section on our website [www.ipalazzihotels.com](http://www.ipalazzihotels.com) for you to know more about every measure implemented in this unusual circumstance at any time you look at your mobile. The heart shape given to the QR-code is to highlight the sentence #WECAREaboutYou that comes together with it in all our communication: we will keep upgrading you at any time, day by day. By downloading the PDF, you can easily search the topics of your interest by keyword and find out detailed information on every question and on our commitment to your safety.

## *2. Information and Devices Available to Customers*

An information board outlining the access management has been placed at the entrance of the facility together with other directions (signs, demarcation marks, mandatory route, etc.) for keeping the suitable social distance and meeting the new requirements of the entire community. Some essential devices are available in different areas of the facility:

- disposable gloves to open the entrance door
- automated alcohol hand sanitizer dispenser (a touch free sensor operated device) situated both in the common areas and in the toilets



I PALAZZI

HISTORIC EXPERIENCE HOTELS

- surface cleaning wet wipes in the toilets

We hope your comprehension to take the lift one by one (or together with the members of your family): if the lift is busy, please wait outside the restaurant.

All those are safety measures to ensure everybody's health.

### *3. Summary of Measures on COVID-19 Prevention*

In order to protect the health of the people that everyday are working in our facilities and of our guests, we have implemented a tailor-made action plan in compliance with the **recommendations of the international health authorities**, we have updated every process together with the Work Safety Managers (RSPP, Responsabile del Servizio di Prevenzione e Protezione sul lavoro) and followed the HACCP regulation (food safety national and international standards), relying on the new legal provision of Italian Law and its implemented decrees. This Document was given to all our employees and partners to prevent cases of disease, effectively managing any infection and **minimize the risk**. We carefully take care of cleaning and sanitization of all the facility: rooms, work areas and common areas. We fill up gaps by constantly checking the efficacy of the implemented measures day by day.

For better **monitoring the implementation of the actions** we created a **Covid-19 Events Book** (in that book all the irregularities in the actualization of the mentioned plan will be recorded). All the actions of the people attending the facility are led by some dedicated flashy signs, to remind everybody the provisions of law. All the employees received an appropriate **best practice training** to avoid any possible infection, they have implemented the new working process and know the measures to protect themselves and the others in case of risk.

Inside the facility **you will find all the safety devices needed** by the guests and the staff: alcohol hand sanitizer, surface cleaning wet wipes, disposable face masks and gloves.

**Reception is the reference point for emergency management** and receptionists, **available 24/7**, are trained for the safety process and for giving all the necessary information and help (and for activating the emergency plan).



I PALAZZI

HISTORIC EXPERIENCE HOTELS

In case the staff would have knowledge of people having visible Covid-19 symptoms (like fever, persistent cough, joint pains, anosmia, etc.) it will have to implement an **internal protocol** stating to inform the reception.

The receptionist, after a further verification, will provide protective isolation of the person from others and will require a medical examination performed by the local health authority. Those are measures for everybody's health protection and safety. **Social distancing** is one of the main measures of protection from the virus: for this reason we have rearranged the furniture of living rooms and we moved the tables in the bar, the restaurant and the breakfast room to a suitable distance.

The same measures were taken for our offices and work areas together with advising employees and customers to keep at least a 1.5 m distance from each other.

Handshake is avoided and we will greet our guests with a nod or with a V sign, a positive gesture internationally recognized.

The **standard protocol of sanitization** has been implemented to maintain an adequate level of safety for the all community and both the water system and the ventilation system contain enough chlorine to avoid viral and bacterial spread.

Every cleaning process for equipment, crockery, blankets, bed linen, towels, bathrobes, etc. is implemented with specific products and in a temperature suitable for **ensuring a perfect sanitization**. Carefully we take care about cleaning and disinfection of toilets and common areas, especially of items touched by everybody like door handles, elevator buttons, handrails, light switches, remote controls, etc.

The Housekeeping is constantly engaged in keeping clean every room and area of the facility.

**To fulfill the mission of an appropriate behavior and an adequate management**, our company relies solely on suppliers ensuring certified products and complying with the rules mentioned before and with the general indications of the World Health Organization (WHO).

# RESERVATION & RECEPTION

## *1. Advise on Your Reservation*

We would like to thank you for choosing our facilities and we have good news to share with everybody that has made a reservation to I PALAZZI Historic Experience Hotels Hotel Chain: we have **deleted all the cancellation fees!**

By deleting our cancellation fees, you will be not charged any booking price until your check-in day. In addition, if you made a reservation on our website [www.ipalazzihotels.com](http://www.ipalazzihotels.com) you will have our **best price guarantee** and a further range of great offers and **new experiences** for you travel in Italy.

From your booking on, we will inform you about the all the services at your disposal in our facilities and about the all changes that have occurred from your last stay.

**ON-LINE CHECK-IN** is also available to save time and reduce the check-in procedure at the Reception.

## *2. I PALAZZI Historic Experience Hotels Welcomes You Providing All the Safety Devices for Your Stay*

Hoping you travelled comfortably to our facilities, we are ready to welcome you! We would like to ask you to follow the directions of our staff and pay attention to the signs.

The **sign placed next to the entrance** contains some useful recommendations for your stay in our facility:

a few rules to spend your stay in total confidence.

- We would like to thank you for wearing a face mask before going to the reception: at that time please follow the mandatory route and have your identity papers ready for the check-in (ID card or passport).
- As required from the Health Authority, **we will take the temperature** of the all people coming in the facility and we apologize not to let in people having visible Covid-19 symptoms (as fever, cough, impaired sense of taste and smell, etc.). Admission is forbidden also to the ones declaring of having spent time with people at risk of infection in the past 14 days, being tested positive to COVID-19 (nasal swab testing) or being quarantined for COVID-19.



# I PALAZZI

HISTORIC EXPERIENCE HOTELS

- For extra caution we ask you to wear your face mask every time you will go out from your room: that is a necessary measure for protecting the health of everybody.
- Check-in: if you already entered your data and those of the people travelling with you ON-LINE, upon your arrival the receptionist will do a quick check for matching them with the ones in the identity papers. If you did not checked-in on-line, it will take a few minutes for recording your personal data and collecting billing and payment information.
- You can decide the **breakfast time** and we will be glad to serve it to your accommodation without additional room service fee. Please notice that breakfast services to your room is only on reservation.
- If you need health devices, Health Kit in a sealed package with zip is on sale at the reception: it includes 2 face masks, 4 disposal gloves, a hand sanitizer gel and 2 small bags of disinfectant wet wipes.
- As usual we provide standard procedures of daily room cleaning and linen and towels changing but sometimes some customers asked our staff not to go in the room during their stay: if you do not want to receive that service, please tell the receptionist upon your arrival or turn on the “DO NOT DISTURB” warning red light of your room door.
- You can use the **lift** one by one or together with the members of your family: please wait your turn and keep an adequate distance from other people waiting.
- If you are waiting for the lift but it stops busy at your floor, please do not get in and wait for the next ride. If you wish you can always **take the stairs**, especially to easily reach the lower floors.
- In the common areas you will find properly marked mandatory routes for going in and out of the facility: please always remember to walk in single file and keeping right in the corridors and on the stairs.

# HOUSEKEEPING & CLEANING PROCESS

## *1. Cleaning and Sanitization of your Room*

Upon your arrival you will find a sign hung at your room door handle indicating the sanitization and careful cleaning of the room. Housekeeping staff hangs that “warranty seal” when fulfilling EVERY process to be implemented after the departure of the previous guest. A special process is carried out with specific actions implemented from different work teams:

### REMOVAL TEAM

- Ozone treatment equipment placement
- Windows opening and room’s air exchange
- Removing of any item or clothing left behind from the previous guest. (About that, please carefully check not to leave valuables, battery charge, books, clothes, cosmetics, etc. behind: by implementing the new safety and health protection rules, **we could not be able to provide the usual “Lost & Found” Service** and any item or clothing left behind could be thrown away).
- Removing of the dirty bath and bed linen, cleaning of air filters of each air handling unit, dusting off furniture and floor vacuuming.

### SANITIZATION TEAM

- Sanitization of toilet, bedside cabinets, writing desk, lamps, chairs and armchairs, TV set, minibar, kettle, coffee machine, light switches and any other items and furnishing. Everything is carefully cleaned using **special disinfectant products suitable for every surface**. Cleaning is implemented with disposable cloths that are thrown away after every single use.
- Cleaning of the floor and of the carpet using antibacterial products.



## RESTORING TEAM

- Placement of clean towels and linen. Bath and Bed linen is washed by trusted laundries (using certified “NO-COVID19” products and procedures)
- Closing of the windows and placement of complementary toiletries, information forms and products in the minibar
- Ozone treatment 5 hours before your arrival: ozone treatment ensures a 100% eco-friendly deep cleaning. After the treatment windows are opened once again for air exchanging providing a further oxygenation and freshness to your room.

## QUALITY CHECK

- The Housekeeping Manager will check the room to verify if cleaning is meeting the sanitization standards. After the quality check the cleaning process ends by locking the room, cleaning the door handle with an alcohol based disinfectant wipe and by **hanging the sign #WECAREaboutYou on the door handle**. After a thorough cleaning, we are ready to welcome you!

### 2. *Toilets in the Common Areas*

We put special attention over the cleaning of toilets in the common areas and we would ask the all customer to follow some simple rules: like in the case of taking the lift, you can use toilets in the common areas **one by one or together with the members of your family**. Please wait in a queue in front of the toilet far enough from the door to let the people coming out keeping a suitable distance. Outside the toilets you will find a bottle of **hand sanitizer gel** and **disposable gloves** to open the door without touching the handle. In every toilet you will find a packet of **alcohol base wet wipes** for surface cleaning and another bottle of **alcohol base hand sanitizer**.

**Every 2 hours**, a member of the staff will clean the toilets in the common areas and after cleaning he/she will sign a form attached on the outside to prove the sanitization. After the last night cleaning, toilets are sanitized by an extra ozone treatment.

### **3. *Cleaning and Sanitization Products and Process***

We use specific and certified products for cleaning floor, surfaces, and fabrics and we also provide industrial cleaning for linen, bar equipment and the all crockery used during the service.

- The washing temperature of our machines is always over 50 degrees Celsius to eliminate any impurities.
- At the end of the washing process, our employees always wear clean disposable gloves for emptying the machines: as per regulation the clean laundry or the dry crockery is put in a dedicated wardrobe that must be locked to avoid bacteria and viruses contamination.
- Surfaces are sanitized by using specific products and disposable cloths that are always thrown away after every single use. Armchairs and cushions in fabric will be cleaned by a 100° Celsius steam jet every time the customer leave the seat (at the restaurant, bar, living rooms, etc.).

If the use of alcohol and chlorine base products is not possible, we provide an ozone treatment: a procedure implemented for years in the healthcare sector, efficaciously applied to our facilities for sanitization of hotel rooms, kitchens, meetings rooms, shared toilets, offices and vehicles; that treatment ensure a deep sanitization of each environment, 100% eco-friendly and effective on surfaces, curtains and on the all items.

## **FOOD & BEVERAGE**

### **1. *Opening Time and Access Management***

For safety reasons breakfast, lunch, and dinner will be not served in the dining areas and a careful room service with dedicated menus will be available 24/7.

Breakfast will be served from 7:00AM to 10:30AM.

From 10:30AM to 7:00PM and from 11:00PM to 7:00AM a limited menu will be available.

Please book breakfast in advance for a shorter waiting time and for a better timing of the service.

## 2. Menu Always at Your Fingertips

As well as the opportunity to read the detailed menu including prices at the entrance of every dining room, a **digital menu** is available to customers for breakfast service and any catering service. You will have the possibility to read the menu on our website at any time on your mobile device or scanning the **QR code** printed on a business card shaped note on your room table. In that way the handling of paper menu will be avoided. All the items and linen used for the service are sanitized every day and the staff on duty is **provided of face mask, disposable gloves** that are thrown away after each course and **all dishes will be covered by a cloche** to ensure food temperature keeping and total food protection from the kitchen to the customer.

## 3. The Kitchen

The kitchen will provide you the usual quality and food preparation procedures have not been changed (because already regulated by the usual food safety standards).

We implemented **extra safety measures** to protect the health of everybody and the staff wears the disposable health protection devices required (hat, face mask, disposal latex gloves) and a protective face shield. Given the provisions concerning social distancing, a maximum of **3 members of the staff** will work in the kitchen at the same time in accordance with quality and safety regulations.

# PRIVATE EVENTS & MEETINGS

## 1. Private Events

The Events Office is constantly working to ensure you the best service. Despite the information on our website, restrictions impose a **temporary limit to the occupancy** of our rooms (suitable only for some 1/4 of the usual occupancy) and on the offered **catering services (no buffet)**. Every request will be assessed individually, and we will look for **tailor-made** solutions.



## 2. Meeting Rooms

This kind of service has been particularly modified because the meeting spaces **must be oversized in comparison with the number of participants** to avoid gathering. Sometimes we can take advantage of the pleasant **outdoor areas** that can be set up for meetings with tables, chairs, flip chart and Wi-Fi service. As well as in other areas of the facility, we will place some **dedicated signs** to remind of best practice and avoid risk (e.g. walking in a single file and keep right in the corridors): a welcome desk will be situated outside the room and we will **take the temperature** of every person going in the room, we will ask you to **wear a face mask** and use the alcohol sanitizer **to often sanitize your hands** and **keeping the same seat** for the entire duration of the event. For people not having private health protection devices is available a Health Kit in a sealed package (it includes face mask, a hand sanitizer gel and alcohol base disinfectant wet wipe for surface disinfection). The use of the air conditioning system is forbidden, and we ensure air exchange at every break. At the end of each meeting the rooms will be sanitized with **Ozone Treatment** (in the night).

## 3. Organized Groups

Organized groups staying at the facility have to be managed with special attention: assuming that the all people will move together with a single private vehicle, they will be given a dedicated access to the facility and a careful **temperature check**; they will enter the facility divided into smaller groups of 4 people and the receptionist will take them to their accommodation.

We will set up a **group separated room** for any occasion of gathering (e.g. breakfast). Groups must follow all the rules that apply for single guests and the Group Leader must ensure a **COMPULSORY keeping of the schedule** and will be responsible for the behavior of the all group.

# STAFF & INTERNAL PROCEDURES

## *1. Protective Devices & Staff Safety Procedures*

All the employees have to verify not have been in contact with infected people (Covid-19 positive, quarantined or nasal swab test positive) during the past 14 days and must not have any Covid-19 symptoms even before leaving home to go to work.

Just in case an employee had symptoms (temperature, hacking cough, impaired sense of taste and smell, joint pains, etc.), he/she has not to go to work and must call the family doctor (after communicating with the Department Manager).

**Every time the employees start working**, they have to go in from the staff entrance, wear disposable gloves, check their temperature (temperature must be not over 37.5 degrees Celsius and every employee must sign a declaration of responsibility stating that he/she has not been in contact with COVID-19 infected people during the last 14 days). If the temperature were slightly over 37 degree Celsius (due to high temperature outside, running to work and other reasons) the employee must wait close to the staff's entrance and check it again 5 minutes later.

- **Health Protective Devices:** every employee goes to the dressing room ( employees have to enter the dressing rooms one by one and keep 1.5m distance from others); he/she must wear the personal and health protective devices (disposable face mask, disposable cap, disposable overshoes, disposable gloves and other devices and equipment) and after punching in he/she will start working.
- **Change of position and safety distance:** working hours have been slightly modified to let employees arriving or leaving one by one without gathering. The employees must move from their working area only if strictly necessary and must always keep the adequate distance from the colleagues. If an employee goes to the area of a different department, he/she must inform the manager of the department of destination (e.g. to collect good from the storage he/she will have to inform in advance the Storage Manager).



# I PALAZZI

HISTORIC EXPERIENCE HOTELS

All communications must be done by phone: that applies to colleagues of other departments and to colleagues of the same department (e.g. a chambermaid communicating to each other). The employee must respect the indications of the signs placed in some areas (goods receiving area, coffee machine area, dressing room, etc.) and the marked mandatory routes.

- **Employee feeling sick during working hours.**

If an employee had some COVID-19 symptoms during working hours he/she must inform the reception and isolate himself/herself from others waiting for the doctor to arrive. COVID-19 emergency hotline number is 1500 (receptionists are in charge to call the health authority and they must inform the Hotel Manager of the call).

- **At the end of a working shift:** every employee must carefully sanitize with an alcohol solution all the handles, grips and anything that could be touched from the colleague starting the next shift (e.g. professional equipment, door and drawer handles, light switches, beverage dispensers, PC, keyboards, mobiles, computer mouse devices, phones): he/she must use wet wipes and disposable clothes and throw them away in the special yellow bag placed in every department.

- **Teamwork:** if possible a fixed working schedule is preferred in each department (the same employee working at the same working time) and the Housekeeping has to apply a division of labor (some employee must be charged of collecting the used items and others of cleaning).

- **COVID-19 Events Book:** employees must take note of presence, possibility, or absence of infection's risk every day. All Department Managers must take responsibility for checking the state of health of the guests and if they have any symptoms: we are all responsible for what is going on around us. In case of emergency everybody must inform the reception, and receptionist will give help and if necessary will call the National Health Service COVID-19 hotline number 1500 (this number can be called both from landline than mobile with no area code).

# SUPPLY OF GOODS & CERTIFICATION

## *1. Goods Receiving and Suppliers and Goods Certification*

Suppliers must **come in the facility on a dedicated mandatory route** and at scheduled times. Couriers must ring the doorbell for identification, wear the mask and keep the safety distance; if they come in, they must wear disposable gloves or must clean their hands using hand sanitizer gel. We will check the temperature of couriers and they will have to sign the Access Log and proving himself/herself suitable for delivering service. After signing all the documents for the delivery, the courier can unload the goods following the direction of our employees.

At present, the use of toilets is forbidden to salespersons, suppliers, couriers, and workers. In this critical time our Purchase Department take care of supply of goods and services more than usual: luckily all the suppliers of I PALAZZI Group are trusted companies that already provided all the certificated standards in compliance with the law (food, sanitary certification, etc.). Upon request we will be glad of giving you copy of certifications of food, beverage, sanitization and cleaning equipment and products used by I PALAZZI Historic Experience hotels group.