

LA VOSTRA SICUREZZA È LA NOSTRA PRIORITÀ – YOUR SAFETY IS OUR PRIORITY

SENTIRSI SICURI: provvedimenti anti COVID-19 – SAFE FEELS: anti-COVID-19 measures

The health of our Customers and our Collaborators are the priorities that guide our daily decisions. We have adapted to the regulations in force and we have taken personalized measures in order to guarantee you a peaceful holiday, far from the worries and fears that have characterized the last few months. To this end, we publish our safety protocol, which will be updated and **lightened in line with** developments in the current health situation.

SAFETY DEVICES:

- ❖ All our staff will wear the mask, where the interpersonal distance of one meter is not guaranteed;
- ❖ We will provide adequate information with the availability of disinfectant gel for guests before entering the breakfast room and restaurant, near the reception and corridors of the various floors with a basket for proper disposal of protective equipment;

ROOM AND INTERIORS:

- ❖ Rooms and interiors will be naturally ventilated and sanitized with products certified with "medical-surgical" and 180° dry steam machinery (Polti Sani System Business);

BAR:

- ❖ We will allow consumption at the counter only if the interpersonal distance of at least 1 metre between customers can be guaranteed, alternatively, table service is available;
- ❖ At the counter will be displayed the menu with drinks, also for table service will be available a plasticized menu that will be sanitized periodically;

RESTAURANT:

- ❖ The breakfast service will be available with buffet assisted by our staff, based on the number of guests in the hotel, the Management could divide into turns;
- ❖ The restaurant service will be available with table service upon choice of the menu to be made at the Reception, based on the number of guests in the hotel, the Management could divide into shifts;
- ❖ We have expanded the spaces between the tables so as to ensure a safe distance and allow our guests to enjoy the delights of our Chef in serenity;

OUTDOOR SWIMMING POOL:

- ❖ According to current regulations it will be possible to use the outdoor swimming pool. Chlorine makes sure that the virus does not survive and can't spread through the water. We do, however, want the safety distance to be respected.
- ❖ Before opening the tank, the suitability of the water will be confirmed and chemical and microbiological analyses of the parameters will be carried out by a special laboratory. The laboratory analyses will be repeated throughout the entire period of opening of the pool to the public on a monthly basis, unless necessary.
- ❖ The solarium area has areas with sunbeds shaded by gazebos and islands with sunbeds shaded by umbrellas, the sunbeds shaded by gazebos will be spaced 1.5 meters apart, while for the islands there will be no problems of spacing;
- ❖ As usual, it will be obligatory to comply with the rules of hygienic safety in swimming pool water, that is, before entering the water it will be necessary to provide a thorough shower on the whole body;
- ❖ In order to ensure a level of protection, the effectiveness of the water treatment chain will be guaranteed, the limits set by law will be strictly insured in the presence of bathers. The frequency of on-the-spot checks of the parameters will be no less than two hours and in case of non-compliance all corrective measures will be promptly taken;
- ❖ The cleaning and disinfection of common areas, equipment (deckchairs, chairs, sunbeds, including floating equipment, etc.) will be guaranteed, in any case the sanitization will be guaranteed at the end of each day or before the morning opening.
- ❖ Parents/guardians will have to take care to supervise the children for the respect of the distance and the hygienic-behavioral rules compatible with their degree of autonomy and their age.

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WELLNESS CENTRE AND MASSAGE/TREATMENT SERVICE:

- ❖ According to the Government provisions on the entire Italian territory, wellness centers and indoor pools can be used from 01/07/2021;
- ❖ Also according to Government Regulations is inhibited the use of Turkish Bath, while the use of saunas is allowed except with an interpersonal distance of 2 meters and natural air exchange before each use so not being able to guarantee at each customer change we will not make the two saunas operational, therefore, you can use the heated swimming pool with geysers and whirlpool and cervical waterfalls, emotional showers, heated whirlpool, hot-cold vascular path, relaxation area with chaise longue, herbal tea and mini gym;
- ❖ Before accessing the SPA and/or massage/treatment, you will be required to sign a self-certification of good health;
- ❖ Access to the SPA will be regulated by the Management with shifts, subject to availability to be verified on site;
- ❖ Access to the SPA will be mandatory with bathrobe, swimming cap and plastic slippers;
- ❖ The massage/aesthetic treatment service will be available upon reservation;
- ❖ In order to carry out a massage / treatment, a surgical mask will be delivered directly to the client, which he will have to wear during the requested service. The client will have to arrive at the wellness centre with his own mask and then he will have to wear the new one provided by our staff;

BEACH:

The same property of the Palace Hotel San Michele & Hotel Relais dei Normanni manages the Tourist Village Baia del Monaco where the beach service is available for guests, upon availability to be verified on site, which can be reached by transfer service or by car (for more information please contact the Reception).

- ❖ A distance between the umbrellas will be ensured to guarantee a required surface area of 10m² for every umbrella and the assignment will be daily;
- ❖ It will be provided for the accompaniment to the parasol by the staff of the establishment who will explain to customers the preventive measures to be observed.
- ❖ The bathing activity must respect the rules on social distancing without ever derogating from the permitted distances except for members of the same family or cohabitants.
- ❖ The outdoor shower access area must be accessed one at a time;
- ❖ The cleaning and disinfection of common areas, showers, toilets, equipment (deckchairs, chairs, sunbeds, including floating equipment, nautical equipment [canoe, paddleboat] etc.) will be guaranteed, in any case the sanitization will be guaranteed at the end of every day or before the morning opening.
- ❖ The staff will be provided with appropriate PPE and will be obliged to adopt PPE in case of close contact with bathers. The lifeguards' emergency kit with additional equipment will be integrated in addition to what is already provided for by current regulations.
- ❖ Individual sports that usually take place on the beach (e.g. rackets) or in the water (e.g. swimming) can be regularly practiced, in compliance with interpersonal distancing measures, group games will be prohibited as provided for by current legislation;

GENERAL RECOMMENDATIONS:

- ❖ At the Reception and in common areas, it is always mandatory to respect the interpersonal distance (at least one meter between one person and another or the widest distance defined by any local authority ordinance);
- ❖ The Reception desk will be equipped with a protective screen;
- ❖ In each room, the products used are certified with “medical-surgical” for disinfection and sanitization specifying that the materials used for cleaning may be disposable or microfiber cloth previously treated with a solution of sodium hypochlorite 2% or with other treatment of equal effectiveness;
- ❖ The linen, bathrobes and pool towels are disinfected and sanitized by professional laundry GOBBO & DI LECCE;
- ❖ We ask to respect the check-out time before 10:00 a.m., to allow our staff all the necessary cleaning - disinfection and sanitization procedures;

HOLIDAY BONUS ITALY COUNTRY:

- ❖ Not usable by foreign citizens;

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GREEN PASS:

In compliance with the new Decree Law n° 105 of 23 July 2021, having regard to the new health security measures, which will enter into force from 6th August 2021, we inform **all guests who will stay at the Palace San Michele and Relais dei Normanni** that **THE GREEN PASS WILL NOT BE REQUIRED.**

It remains **mandatory** to exhibit the green certification for all customers who will use the SPA and mini-gym.

The SPA staff must be provided with the QR CODE on the green pass that will be scanned, through a specific app, to verify its validity in compliance with personal data protected by privacy.

What are the activities and services in Italy where you can access with the green certification COVID - 19?

The COVID-19 Green Certification is required in Italy to attend parties for civil and religious ceremonies, access health care residences or other facilities, move in and out of territories classified in "red zone" or "orange zone".

From August 6 will also serve to access the following services and activities:

- a) catering services provided by any table-serving establishment indoors;
- b) shows open to the public, sporting events and competitions;
- c) museums, other cultural institutions and places and exhibitions;
- d) swimming pools, swimming centres, gyms, team sports, wellness centres, even within accommodation facilities, limited to indoor activities;
- e) fairs, conventions and congresses;
- f) spas, theme parks and amusement parks;
- g) cultural centres, social and recreational centres, limited to indoor activities and excluding children's education centres, including summer centres, and related catering activities;
- h) gaming room activities, betting rooms, bingo rooms;
- i) public competitions.

The certification must certify that you have done at least one dose of vaccine or have negative results at a molecular or rapid swab in the previous 48 hours or be cured of COVID-19 in the previous six months. The COVID-19 Green Certification applies to all activities and services authorised according to the level of risk of the area. It is required in the "white zone" but also in the "yellow", "orange" and "red" zones, where services and activities are allowed. Regions and autonomous provinces may provide for other uses of the Green Certification COVID-19.

The COVID-19 Green Certification is not required for children excluded by age from the vaccination campaign and exempt subjects on the basis of appropriate medical certification. A dedicated Digital Certification will be created for these people. Until such time as it is available, those issued in paper form may be used.

When verifying the Certification, are my data protected?

Thanks to the use of a verification App, which in Italy is called Verific19, the staff will have the opportunity to verify the validity and authenticity of the Certifications. Simply show the QR Code of the Certification. In case of paper format, by folding the sheet, you can protect your personal information. The QR Code does not reveal the health event that generated the Green Certification. The only personal information that can be viewed by the operator will be necessary to ensure that the identity of the person corresponds with that of the holder of the Certification. The verification does not provide for the storage of any information concerning the citizen on the device of the verifier.

What is the Green Pass?

The Green Covid-19 or Green Pass Certification is a free document that allows those who own it to move between all Italian regions (including territories in orange and red areas), participate in public events, access to welfare residences. It can be released to those who are cured of Covid-19, to those who have completed or started the vaccination cycle or to those who are negative to a molecular or antigenic test.

It can therefore be represented by:

- certificate of vaccination;
- certificate of recovery from Covid-19 and cessation of isolation following infection;
- Molecular swab certificate or antigenic test (rapid test) with negative result.

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GUEST VADEMECUM

Having your health at heart, we have set the following guidelines in order to ensure a pleasant stay

BEFORE ARRIVAL:

- ❖ Before arriving at the structure, we will need an e-mail address to send a link where it will be all components can be registered safely in a few minutes;
- ❖ In case of multiple bookings (family groups, groups of friends, etc.) we will need for each room occupied an e-mail address to send a link where it will be possible to register all components in total safety in a few minutes;
- ❖ To shorten the waiting time during check-out, you can provide us with your billing information;
- ❖ To be well prepared, we ask you to report any allergies and/or intolerances;
- ❖ In case of reservations for organized groups, we will need the day before or in the morning of the arrival day, the list with all the details of the guests including the companion/guide and driver;

ARRIVED AT THE HOTEL:

- ❖ We will ask you to quickly provide us with the documents so that we can verify that the data has been entered correctly in the online procedure;
- ❖ We will accompany you to your room equipped with the necessary PPE in order to better explain the operation of all services;

IN-ROOM STAY:

- ❖ We remind you that the whole room has been disinfected and sanitized in all its rooms with specific products;
- ❖ The daily cleaning staff will air your room before starting their work;
- ❖ According to the provisions provided, the air conditioner can be used as a dehumidifier, hot air or cold air, it cannot be used as an automatic recycle;
- ❖ The Reception is always available at no. 9 for any need;

RESTAURANT SERVICE – BREAKFAST:

- ❖ The breakfast service will be available with buffet assisted by our staff;
- ❖ You'll have to wear the mask whenever you're not sitting at the table;

RESTAURANT SERVICE – LUNCH AND DINNER:

- ❖ The lunch/dinner service will be available upon order, at the check-in we will inform you about the available dishes so you can choose your preference;
- ❖ The lunch/dinner service will be available exclusively with table service and depending on the number of guests we will inform you if there will be shifts;
- ❖ You'll have to wear the mask whenever you're not sitting at the table;