



Dear Guest,

This information sheet provides you with details about the regulations in place to combat and contain the spread of the COVID-19 virus in the workplace. We will ensure you receive the highest levels of protection during your stay by following the provisions set out in the shared protocol for regulating measures for combatting and containing the spread of the Covid-19 virus in the workplace dated 27 April 2020 and in reference to Region of Campania Decree no. 51 of 24/05/2020 for the hotel sector. In consideration of the above, we have put a number of standards into place to ensure that your stay with us is as safe and comfortable as possible. Please see the summary below:

Reservations: Please use the online check-in upon making your reservation in order to minimise the time spent waiting at the desk.

Arrival: Your temperature will be checked immediately upon your arrival at the hotel, before you reach the check-in desk.

Once the necessary procedures have been completed, you will be accompanied up to the right floor and our member of staff will stop outside your room, which will have been sanitised with Ozono T160 disinfectant.

Breakfast: We will have a selection of disposable products available at the buffet, while the egg, mozzarella and salmon serving stations will be manned by staff who will serve guests from a safe distance as agreed upon with our consultants.

Lunch: Our set-up ensures a good distance between tables, with the possibility to lunch in two different areas. A la carte service

La Veranda from 1 p.m. to 2:30 p.m., and the Akropoli Terrace where you can lunch from 12:30 p.m. to 6 p.m. A la carte service

Dinner: Once again we have developed a service solution that ensures good spacing, without any crowding issues. A la carte service

Spa & Gym:

All our services will be available with the sole exception of the Turkish bath. Everything else will be open



Cleaning and disinfection There will be special emphasis on sanitising and cleaning all the communal areas and the rooms, with a particular focus on the objects that are touched most regularly, such as remote controls, light switches and table tops, using chlorine and alcohol-based disinfectants and cleaning products in keeping with the instructions in the Ministry of Health Memorandum 5443 of 23 February 2020.

Every time guests depart, their room will be sanitised using specific equipment (Mod. T160). The room will be left empty for at least 24 hours.

The ventilation and air conditioning system will be sanitised every seven days.

Sanitising gel dispensers have been installed in all the communal areas and will be available for guests to use at all times.

Linen will be delivered to the laundry, which undertakes to disinfect everything it receives.

All contact surfaces (door jambs, handles, remote controls, switches, contact surfaces, etc.) will be disinfected on a daily basis.

Frequent cleaning and sanitising and daily cleaning will be carried out with the assistance of an internal member of staff. Medical and surgical-standard disinfectants and chlorine and alcohol-based cleaning products will be used.

Please be reminded that all guests must wear face masks within the hotel when moving around to access the various outlets & bars, the spa and the reception. Please also be reminded that all our menus and price lists will be available directly on your smartphone via software that can be easily accessed using the QR code you will find upon your arrival.

All these procedures and guidelines have been developed to ensure that you have a safe holiday. We are sure that there will be plenty of shared smiles even behind those masks.

Thank you!

Maurizio Orlacchio

General Manager