

HYGIENE AND SAFETY POLICY

“ANTI COVID-19”



Last updated 02.06.2020

In addition to its usual cleaning and maintenance procedures for interiors and equipment, **Boffenigo Panorama & Experience** has set out a **safe hospitality policy** to fight the spread of the Covid-19 virus, following the guidelines provided by the trade associations in collaboration with the Italian Red Cross.

Firstly, to ensure **greater safety and the highest levels of hygiene**, the hotel has decided to reduce its capacity by 50%, rotating the rooms in use, to allow **more time for cleaning and sanitising activities**.

The areas affected by the policy include:

- Reception
- Breakfast Service
- Bar & Restaurant
- Indoor Common Areas
- Rooms
- Meeting Rooms
- SPA & Pool
- Outdoor Common Areas (garden, terraces, etc.)
- External Suppliers
- Emergency Management

Secondly, it is worth reminding the **main precautions against Covid-19**:

- **SOCIAL DISTANCING - staying at least 1 metre apart**
- **HAND HYGIENE - using products with 60/80% alcohol**
- **RESPIRATORY HYGIENE - using protective face masks**

All staff wear face masks whenever in contact with guests, colleagues, suppliers, etc., and always try to keep at least 1 metre away from other people.

All staff have access to 60/80% alcohol spray-on sanitiser and rolls of paper to disinfect workstation surfaces.

RECEPTION

- Keep at least 1 metre away from operators and guests.
- Signs and markings are in place to help keep the safety distance.
- Entry and Exit ways are clearly marked.
- The reception is protected by two anti-droplet plexiglass panels.
- 60/80% alcohol gel sanitiser is available.
- As a precaution, guests are required to check in online via the hotel's PMS.
- Room keys are disinfected using 70% alcohol sanitiser before they are handed over to guests.
- Furniture is cleaned (textiles hoovered) and sanitised at least twice a day, or more often depending on the number of guests, using 70% alcohol detergents.
- Floors are cleaned and sanitised at least twice a day using 70% alcohol detergents.
- In Reception, all surfaces and equipment are disinfected using 70% alcohol detergent so they can be used safely by the next guests. This includes surface tops, tablets, payment devices, pens, mouses and keyboards.
- Before arrival, guests can check in online via the hotel's PMS.
- Self-checkout and/or priority checkout are the recommended procedures.

- The hotel encourages guests to use digital concierge services, such as my.boffenigo.com and WhatsApp, to communicate with Reception during their stay.
- POS devices are positioned so to allow guests to pay autonomously.
- A container is made available to collect electronic room keys and pens used by guests so the items can be sanitised before being reused.

BREAKFAST

- In the morning, the buffet is replaced by breakfast à la carte, served at the table. The buffet will be laid out but will be accessible only by personnel wearing gloves and face masks. Tongs, ladles, etc. are regularly replaced during service.
- Personnel wear face masks.
- Gel sanitiser dispensers are available at the entrance of the room and around the pool.
- Tables are positioned to ensure at least 2 metres between them.
- To ensure better hygiene, no place mats are used. Tables are cleaned after every use and at the end of the breakfast service. Disposable napkins are used. Tables are fully set.
- Each table has a disposable menu, but guests can also see the menu using a QR code.
- Cutlery, plates, and glasses are washed and disinfected in the dishwasher at minimum 60° and dried with disposable kitchen towels.
- Furniture is always cleaned (textiles hoovered) and sanitised at the end of the breakfast service.

- Floors are always cleaned and sanitised at the end of the breakfast service.

BAR & RESTAURANT

- Drinks are not served at the bar.
- Tables are positioned to ensure at least 2 metres between them.
- To ensure better hygiene, no place mats are used. Tables are cleaned with 70% alcohol detergent after guest leave and at the end of the service.
- Disposable napkins are used.
- Personnel wear gloves and face masks.
- A gel sanitiser dispenser is available at the entrance of the room.
- Room service is available and by booking in advance, dinner can be served on the private balcony.
- Cutlery, plates, and glasses are washed and disinfected in the dishwasher at minimum 60° and dried with disposable kitchen towels.
- Furniture is always cleaned (textiles hoovered) and sanitised at the end of the service.
- Floors are always cleaned and sanitised at the end of the service.

FOOD AND DRINK PREPARATION

- Kitchen personnel wear face masks and gloves, which they change after carrying out activities not directly related to food, e.g. opening boxes, doors, etc.
- Personnel wash their hands before putting on a new pair of gloves.
- Maximum 4 people can work in the kitchen.

- Personnel are required to wear head coverings, clean uniforms, gloves, and face masks.
- Floors are always cleaned and sanitised at the end of the service.
- Furniture and surfaces must always be cleaned and sanitised at the end of every service.

INDOOR COMMON AREAS

- Surfaces in common areas are cleaned using 70% alcohol detergents.
- Gel sanitiser dispensers are available in common areas.
- Cleaners wear protective gloves and face masks. During cleaning rounds, cleaners wash their hands before entering each room.
- Sofas and armchairs in common areas are cleaned according to protocol using the appropriate detergents.
- In common areas such as corridors, lifts, stairs, etc., elements that guests come in contact with, such as door handles and buttons, are cleaned regularly.
- Floors in all areas, and especially in the Reception area, are cleaned and sanitised at least twice a day.
- Access to toilets in common areas is not permitted, to eliminate the chances of spreading the virus. The children's playroom is closed.
- All areas are regularly sanitised using Disinfect Med / Misty Cleaning 300 equipment with chlorine-based disinfectant.
- Lifts should be used only by one person/couple/family group at the time. Sharing with other people/groups is not permitted. Floors and side walls are cleaned and sanitised at least twice per day. Carpeted floors are hoovered at least twice a day

and washed and sanitised with steamers. Buttons inside and outside lifts and any handrails are cleaned and sanitised multiple times throughout the day.

- Bikes for hire are cleaned after every use; therefore, they must be booked in advance to ensure they can be cleaned in time. Guests are required to wear gloves while using the bikes.

ROOMS

- Rooms in use: all surfaces are cleaned daily, especially those with which guests come more in contact.
- Rooms checked out: all surfaces are cleaned and sanitised, especially those with which guests come more in contact. Pillow and mattress covers are washed before the room is occupied by the next guests.
- Bedroom surfaces are cleaned using 70% alcohol detergents.
- Once vacated, rooms are sanitised, using Disinfect Med / Misty Cleaning 300 equipment with chlorine-based disinfectant.
- The room cleaning procedure is as follows:
windows are opened to air the room,
all surfaces with which guests come in contact are cleaned,
bedding and towels are placed in a separate closed container,
cleaning products (cloths, wipes, etc.) are all disposable,
the minibar and every item inside is cleaned before the room is occupied by the next guests. Any glasses are replaced with disposable plastic cups.
- Any waste must be put in the waste-paper basket, which is lined with a plastic bag. The bag is closed and placed in the waste section of the cleaning trolley.

- Guests may ask that their room is not cleaned during their stay.
- Turndown service is suspended.
- Rugs, decorative cushions, runners, paper items, etc. are removed from all rooms.
- New complimentary toiletries are provided to each new set of guests and are sanitized with 70% alcohol detergent.
- Sofas and armchairs in the bedrooms are cleaned according to protocol using the appropriate detergents.

MEETING ROOMS

- To prevent the spread of the virus, all company events, meetings, and initiatives with large numbers of participants are suspended.

SPA

- Access to our SPA (sauna, Turkish bath, kneipp, etc ...) is possible only by reservation.

SWIMMING POOLS

- The chlorine level in the pools is increased to 1.5 mg/l (maximum allowed by law).

OUTDOOR COMMON AREAS (GARDEN AND TERRACES)

- Sun loungers are positioned to ensure at least 5 metres between umbrellas.

- Sun loungers are sanitised every evening with 70% alcohol detergents.
- Swimming pool towels must be taken back to the rooms and left on the bathroom floor.
- Sofas and armchairs on the terraces are positioned to ensure at least 3 metres between them. They are sanitised every evening with 70% alcohol detergents.
- Ashtrays on the tables and near sofas are changed after being used.

EXTERNAL SUPPLIERS

- Suppliers access the facilities from different doors to avoid contact with guests.
- They are required to keep at safety distance and wear gloves and face masks.
- Visits by sales agents and promoters at the hotel are reduced to a minimum and only on appointment.

EMERGENCY MANAGEMENT

- The following protective kit is available at the Reception:
 - FFP2 Masks
 - Protective goggles
 - Gloves
 - Disposable aprons
 - Disposable shoe covers
 - Sanitiser

- Disposable bags

Guests experiencing symptoms such as fever and respiratory problems are required to remain in their room keeping the windows open and immediately inform the hotel's Reception personnel, who will request medical assistance.

Personnel experiencing symptoms such as fever and respiratory problems are required to stop work immediately and inform management, who will contact the health authorities.

While waiting for assistance, the member of personnel is required to remain isolated in the room closest to the Reception.