

Ad un metro da te - Better be safe

Covid Protocol 2020 BY Anusca Palace Hotel, Ristorante Gastarea and Anusca SPA

Dear guest,

Below, a summary about the adopted measures for everybody's safe:

Reception: our staff will welcome you with the usual courtesy, they will wear mask and have Plexiglass bulkheads to separate the workstations. At the entrance and by the lifts, you will find sanitizing dispensers.

The staff has been well informed about Covid 19 and screened for temperature before enter the premises. All Touch services will be sanitized during the day. Keys to the rooms will be disinfected and given safely to the guests at check in. We suggest keeping them for your stay and handing them over at the departure.

A Check-in and Check-out service on line will be activated and promoted to speed up the time at the reception

Common areas: all common areas will have a cleaning and sanitisation program. About the lifts, we please ask you to use it one at a time but for family group.

Microclimate: our ventilation system, for either rooms or common areas, does not use circulating air. Air filters will be cleaned and sanitized as for program.

Rooms: all cleaning, disinfection and sanitation actions will be performed by specialized staff accurately instructed about Covid. Staff will wear protective items during service. The operators will strictly follow a the cleaning protocol

The guest will access the room only after the operator will have completed all the protocol duties with unique products. The guest can ask during the stay that the cleaning staff do not enter the room

Breakfast: for your safety, we have put the buffet service on halt. We have decided for a rich and tasty table service. We ask for your cooperation to let the reception know your preferences the evening before. The tables will be positioned at the right distance, unless being part of a family group or people occupying the same room.

Restaurant: our Restaurant will welcome you respecting the rules for distance even in our garden or by the outdoor pool.

SPA, Pool and Wellness: the moisty areas are not active now. The pool is safe instead thanks to chlorine in the water. Sunbeds will be sanitized and positioned at the right distance, we kindly ask you to respect the safe distance either in the water or by the pool. Our wellness and Beauty Center will welcome you in safety. Our operators will sanitize and sterilize all the areas.

Responsability: your stay will be no different than before: we have all the necessary spaces to guarantee your safety and the pleasure to have been part of the life in and out the Hotel. We kindly ask you to follow the rules below:

- In the presence of temperature (over 37,5°) or flu symptoms, the person must stay home
- When risk situations exist (as flu symptoms, coming from risky areas, Covid positive people) the person cannot enter the premises.
- Everybody must follow the rules by the Authorities and by the Hotel. especially keeping the safety distance, wearing the mask in common areas or everywhere it is not possible to respect the one-meter distance
- For any difficulty always ask the reception, and they will immediately inform the management.