

Feel (safe) on holiday!

We've implemented a **PROTOCOL FOR YOUR SAFETY PROTECTION**, driven by our characteristic hospitality and the strong desire for making your holiday a relaxing one. Below you will find our Covid-19 protection plan, according to WHO guidelines and in collaboration with the hotel's Medical Director.



COVID-19 CERTIFICATE (GREEN PASS) FOR GUESTS STAYING AT THE HOTEL

All hotel guests aged 12 years and over are required to show a Covid certificate (Super Green Pass) certifying full vaccination or recovery to stay overnight at the hotel and to access the restaurant, bar, thermal centre, wellness area, saunas, gym and indoor pools.

COVID-19 CERTIFICATE (GREEN PASS) FOR GUESTS NOT STAYING AT THE HOTEL

Daytime visitors aged 12 years and over, who are not sleeping in the hotel, are required to show a Covid certificate (Super Green Pass), certifying full vaccination or recovery to access the Beauty Center, Thermal Center, Wellness Area and indoor/outdoor pools.

More info [here](#)

GENERAL GUIDELINES

CLEANLINESS AND HYGIENE



We have trained and instructed our staff to implement specific hygiene procedures in the lodgings, and introduced the use of special products for the disinfection of surfaces and all objects we will hand over to you.

You will find hand sanitizing gel in all areas of our accommodation facilities and protections masks on request at reception.

MASKS AND SOCIAL DISTANCING



The hotel's staff has designed an activities programme to prevent possible aggregations, to regulate flows in common spaces and waiting areas and to encourage the respect of social distancing of at least 1 m in the several areas of the centre.

Wherever possible, there are different paths for the entrance and the exit.

You have to make a reservation in order to access the individual services and we will keep the attendance list for 14 days.

Please wear the mask at any times in indoor common areas. Our staff is always required to wear the mask in presence of customers and when interpersonal distance of at least 1 m can't be guaranteed.

The arrangement of the equipment (deckchairs, sunbeds) follows dedicated directions, so as to guarantee the distance of at least 1.5 m between the equipment and to encourage interpersonal distancing of at least 1 m between people not belonging to the same family unit (or life partners).

The equipment is disinfected at each change of person or family unit, and at the end of every day. Improper use of objects and linen is forbidden: the user accesses the service equipped with all the necessary, preferably provided by the structure.

For all the activities in different contexts, it's always required the use of the personal towel for the seats.

We remind you the usual hygienic safety regulations, valid in our swimming pools, in the wellness centre, and before each body treatment: before entering, have a soapy shower. Our staff provide regular and frequent cleaning and disinfection of common areas, changing rooms, cabins, showers, toilets, and equipment, with

particular attention to the objects and surfaces people touch more frequently.

RECEPTION



Before your arrival, we recommend you to check-in online following the procedures described in an email we send 7 days before your stay. Electronic payment methods are preferred, possibly at the time of booking.

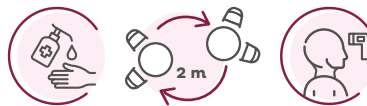
Before access the structure, body temperature may be measured, preventing the access in case of temperature $> 37.5^{\circ}\text{C}$. For the patients, the measurement is carried out during the preliminary medical examination. The cash desk and reception are equipped with physical barriers (e.g. screens); otherwise, the staff must wear the mask and make available hand sanitizing products. Wherever possible, at the end of each shift work, the receptionists must clean the work plan and all the equipment for check-in and checking-out.

ROOM



You will decide whether and how often to let the chambermaids into your room for cleaning. You will decide whether to order and have meals comfortably in your hotel room (additional charge).

BAR AND RESTAURANT



Our large restaurant and bar allow us to maintain a 2 m distance between tables which is more than the legal requirement of 1 metre. During meals, the dishes will be served to the table or organized in single-portion served buffet. Food consumption is not allowed in our SPA or wellness centre. Before access the restaurant, your temperature can be measured.

THERME & SPA

BODY TREATMENTS



According to each specific service, when the operator and the customer have to maintain a distance of less than 1 m, they must wear a mask. In particular, the operator must wear a protective visor and a mask FFP2 without valve during services that expect a close distance. The operator must sanitise the hands frequently, also before and after each service provided to the customer; for each service, the operator must use smocks/aprons (preferably disposable). The gloves must be diversified between those used for treatments and those usually used in an environmental context. Massages without gloves are allowed, provided that the operator washes and disinfects his or her hands and forearm before and after each customer, and provided that he or she never touches his or her face, nose, mouth and eyes during the massage. This recommendation also applies when using disposable gloves. Disposable sheets are used for all the body treatments.

Sunbeds, surfaces and any single use objects must be cleaned and disinfected at the end of the treatment. The room/environment used for the treatment must be for single use, or for family unit, or life partners. During all the activities provided, the size of rooms/environments for collective use must guarantee, in any case, the interpersonal distance of at least 1 m, both between clients and the staff.

Between each treatment, staff is required to ventilate the spaces, clean and disinfect the environment and surfaces, paying particular attention to those people touch most frequently (e.g. handles, switches, handrails, etc.). During each treatment, the customer must use a mask to protect himself or herself, and he or she must properly sanitise the hands before and after the treatment.

THERMAL POOLS



Access to the swimming pools is restricted and, if possible, there will be mandatory routes of entrance and exit. In our pools the crowd density is calculated with an index of 4 persons/sqm. Therefore, we list below the maximum number of people:

- 1) new whirlpool 17.45 sqm
maximum of 4 people

- 2) Kneipp phlebological pool 24.35 sqm
maximum of 6 people
- 3) thermal whirlpool 23.10 sqm
maximum of 5 people
- 4) whirlpool for individual treatments
14.35 sqm - *maximum of 3 people*
- 5) new water gym pool 21.95 sqm
maximum of 5 people
- 6) water gym pool 39.70 sqm
maximum of 9 people

The maximum crowding number is indicated by specific signs. The hydrokinesitherapy activity is carried out, as much as possible, in specific pools, which allow the operator to suggest the movements to the patient, staying out of water – except for cases in which the presence of the operator in the water is necessary (e.g. care of a disabled patient). In this case, if possible, the operator and the client must wear a mask to protect themselves. At the end of each session, any instruments must be disinfected. Where expected, the concentration of disinfectant in the water will be kept within the recommended limits (preferably within the upper limits of the flow rate) and in compliance with the rules and international standards. Otherwise, physical treatments will be activated in accordance with the upper limits of the flow rate or to the maximum water replacement in the pools, based on the maximum flow rate of the water catchment.

WELLNESS CENTER



Inside all the enclosed environments of the wellness area, the accesses are limited in order to keep the social distance of at least 2 m, except for families, life partners, guests of the same room or people who are not subject to interpersonal distance, according to the provisions in force. Access to the sauna is allowed only by reservation, provided ventilation, cleaning and disinfection before any further use. Customers must wear the mask in all indoor waiting areas.





Thank you in advance for being respectful of these few and simple rules.
We will do our best to make your stay safe and pleasant:
enjoy your holiday!

If you want to take a serological test for your safety, we have agreements with a specialized Analysis Center.
The nearest Covid-19 Hospital Center is in Peschiera del Garda.



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