



ADVISE FOR GUESTS

Prevention measures in the hotel for COVID-19

CLEANING AND SANITATION - Cleaning has always been our pride and joy. In line with the new prevention rules, we do even more to guarantee your safety and relaxation. In addition to the usual daily cleaning of all environments, common and leisure areas and workstations, we perform a periodic sanitization. The sanitification is carried out with **75% alcohol** and, as a further voluntary guarantee, with **ozone**. Ozone is recognized by the ministry of health (protocol no. 24482 of 31 July 1996) as a natural aid for the sterilization of environments contaminated by bacteria, viruses, spore, molds etc. and infested with mites, insects, etc. So it allows us to reach even the most difficult points and to offer you an even more comfortable and purified environment.

The rooms are completely sanitized with alcohol and ozone at each guest change and regularly cleaned daily as usual. If you prefer it for your peace of mind, do not hesitate to ask the Reception that during your stay the cleaning staff does not enter the room; in this case we will not be able to carry out the usual daily cleaning.

DEAR GUESTS, PLEASE RESPECT THE FOLLOWING SIMPLE RULES:

Before setting off on your trip, take the time to measure your body temperature and notify us promptly in case of fever or suspicious contacts. In fact, the law states that the guest cannot go to the hotel in the event of feverish or similar symptoms (cough, conjunctivitis ...) or if in the last 14 days he has had contact with individuals positive for COVID-19 or if he has returned from areas at risk (WHO indications).

Arrival at the hotel / Check-in

- **Pre Check-in:** In order to avoid overcrowding and to reduce the time spent in the reception area, by the day before the arrival date, send us all the information necessary for registration. We need: name, surname and Country of residence of all guests for each room (rooming list), together with a copy of their passports or ID. You can send everything to info@villaanitori.it. *Upon arrival, however, you have to show the documents of all guests, for a visual verification.*
- It is possible to enter the hotel only by **wearing the mask** and keeping the **safety distance of at least one meter**.
- If the Reception is occupied by other Guests, please wait at the sofas in the Hall, or, if already busy, wait outside, taking care to always keep the passage free in the transit areas, such as corridors or Entrance /Exit.
- In the case of 2 or more people, the group leader or head of the family is invited to act as **the sole contact person** for all check-in operations and for all other needs related to your stay.
- Upon arrival the magnetic keys of all the rooms will be given to the group leader, to be distributed to the various guests. Magnetic cards are duly sanitized at each guest change.

Hygiene and prevention measures.

In all the access points (reception, breakfast room, restaurant, swimming pool, etc.) you will find **dispensers to sanitize your hands**. Make regular use of it to always maintain proper hand hygiene. Remember, however, that washing with soap and water is always preferable, if possible.



In order to minimize hand contact with objects and paper materials, we have converted most of the menus and service information into **digital format**, which you can easily consult via **QR-code**. Where the consultation would be difficult, we have preferred **disposable paper material**.

We also remind you the possibility of downloading the **"IMMUNI" App**.

Use of the Mask and Safety Distance in the hotel.

The use of the mask is mandatory at the entrance to the hotel and in the places of transit (stairs, corridors). It is also mandatory in all indoor common areas when the interpersonal distance of at least one meter cannot be guaranteed. Outside, the use of the mask is mandatory only when it is not possible to guarantee the maintenance of the safety distance.

At the restaurant.

All the tables in the restaurant / breakfast room (both indoors and outdoors) are already positioned so as to guarantee the safety distance of more than one meter from other nearby tables. Therefore, when sitting at your table, you can remove the mask and eat safely.

The paper menus are replaced by **digital menus** that you can consult on your smartphone by scanning the **QR code**. The spaces are frequently aired and sanitized before each service / customer.

Outdoor Pool.

As a hotel guest, you can freely use the swimming pool service, from arrival until check-out time, without having to book. We just ask you to occupy one bed for each guest and to respect the rules of distance and hygiene for the containment of the Covid-19.

The sunbeds are already positioned at the mandatory distance of 2 meters from other families, therefore when staying at your sunbed you can safely remove the mask. We ask you to keep the established distances in respect of all. Equipment such as sunbeds, chairs, tables, etc. they are daily cleaned and disinfected.

Stairs and lift can only be assigned one person at a time, except for relatives or guests sharing the same room. The lift buttons, as well as the handrails of the stairs, are cleaned and sanitized daily.

Check-out and Payment.

To limit the contact of the hands with the objects of the guests, payments with contactless systems are preferred, or advance payment by bank transfer / card.

Concierge.

Our Reception, as usual, is at your disposal to provide you with advice and suggestions about the countless opportunities to visit in the surrounding area. For your convenience, we would like to recommend some web links that you can consult in advance:

www.turismo.marche.it/en-us/

www.maceratamusei.it/

www.abbadiafiestra.net/en

www.comune.fermo.it/en/tourism

www.comune.loropiceno.mc.it/eventi-cms/visita-guidata-cucine-medievali-del-castello-brunforte-e-chiesa-del-corporus-domini/