

AGRITURISMO TENUTA LA ROMANA

PREVENTION MEASURES ADOPTED IN ORDER TO LIMIT THE TRANSMISSION RISK OF COVID-19

STAFF

- Every member of the staff received personal protective equipment
- Every member of the staff received training regarding the correct use and maintenance of these devices
- The company has informed employees about the instructions given by the authorities and the sanitary prevention measures to be adopted in order to limit the risk of transmission of Covid-19
- Before entering to work, all employees and collaborators are measured body temperature
- Workplaces, workstations with related equipment are subjected to periodic sanitization. In the common areas, there are special waste bins equipped with a pedal and bag for the waste disposal of the individual protection devices used by the staff. Each bin is frequently emptied with particular attention not to come into contact with the content
- The staff has been instructed on the behavior to be followed in the presence of people with fever and / or respiratory symptoms. (see Federalberghi protocol page 25)
- In order to limit contact with staff and guests, suppliers of external goods and services are required to comply with routes dedicated to them, as well as all the safety precautions indicated by the structure itself

RECEPTION

- The entry and exit routes have been differentiated and signposted
- Information signs are present to remind all the sanitary prevention and protection measures to be observed
- From the entrance to the reception, there are signs on the ground delimiting the spaces to enforce the interpersonal distance of at least one meter
- At the entrance, a staff member could measure guests' body temperature. The person with a temperature above 37.5 ° will not be able to enter the structure and will proceed as indicated in the protocol
- At the entrance a station has been set up with sanitizing gel, disposable gloves and waste baskets with pedal and bag. All guests with disposable gloves upon arrival, will have to throw in the trash at the entrance and sanitize hands, in order to limit the transmission of the virus
- Masks, disposable gloves, sanitizing wipes and surface disinfectants will always be available to guests whenever they request them
- Guests must always wear the protective mask, while employees are required to use the mask always when in the presence of customers and in any event in which it is not possible to guarantee the interpersonal distance of at least one meter
- At the reception, we installed the plexiglass protective panel to protect your and our health
- Alcoholic hand hygiene gels are frequently used by receptionists and always present at the workstation. The workstation and equipment used are sanitized at each shift change
- The receptionist must clean the work surface and equipment used at the end of each work shift
- In order to reduce the time spent in the reception area and avoid possible gatherings, guests will be asked to agree on the arrival time with the reception and to communicate any delays. The receptionists will take care of programming and staggering the entrances to the estate
- Guests will be required to send all the information necessary for remote check-in and check-out

- In the case of multiple bookings (groups, family groups ...) the group leader or the head of the family will act as the sole agent for the check-in procedure and for all other direct contact needs at the reception; the rooming list will be requested within the day before arrival; the keys will be given to the group leader or to the head of the family who will distribute them to the other guests
- The receptionists are required to communicate the general information of the guests to the public security authorities as quickly as possible to identify any persons subject to travel restrictions
- The room keys are sanitized at every guest change (including key rings). Guests will however be invited to keep their keys for all the duration of their stay
- Every object provided by the structure to guests will be sanitized before and after each use
- At the reception, as well as in the rooms, are available emergency numbers
- The reception area is periodically ventilated throughout the day

CLEANING

- We have implemented the cleaning and sanitization of all rooms and areas, with particular attention to common areas and surfaces touched more frequently (handrails, light switches, door and window handles, etc.) and we have equipped ourselves with all the tools necessary to guarantee the security that we all deserve. We have improved the procedures to avoid any risk

COMMON AREAS

- In all common areas it is mandatory to respect the interpersonal distance of at least one meter, as well as all other preventive measures implemented
- Information signs are present to remind all the sanitary prevention and protection measures to be observed
- On the floors there are stations with sanitizing gel, disposable gloves and waste baskets with pedal and periodically emptied bag
- All common areas are periodically ventilated throughout the day

- In the corridors, stairs, landings and halls all the elements that come into repeated contact with guests, such as handles, grab bars, switches, handrails etc. are sanitized at regular intervals
- During the day, sofas, armchairs, seats - furniture and surfaces - floors are sanitized with a frequency suitable for use
- A station with disinfectant gel has been positioned outside the toilets with the indication of sanitizing the hands at the entrance and exit. Guests will however be invited to use the toilet facilities in the rooms
- The air conditioning systems have been treated according to the indications provided by the manufacturer or by the persons in charge of maintenance. Microfibre cloths moistened with soap and water or 75% ethyl alcohol are used to clean the ventilation outlets and grilles and subsequently dry them
- The frequency of maintenance of air conditioning systems and filter packs has been increased
- The tables of the external areas are arranged so that the seats guarantee the interpersonal distancing of at least one meter of separation between the clients, except for the families or for people who share the same room or housing unit. Tables and seats are disinfected at every change of person or family
- To reduce the risk of contagion to a minimum, all unnecessary furnishing elements, as well as common hangers, umbrella stands, magazines, brochures have been deliberately eliminated from the common areas

ROOMS

- Unless specifically requested by the guest, the staff will not enter the occupied room for the duration of the stay
- In any case, during the cleaning the guest must never be present
- At each departure the room is ventilated, subsequently cleaned and sanitized in all its parts
- Cleaning and sanitizing of the room are carried out with suitable tools and products
- Cleaning and sanitization will be particularly cared for on all objects and on all surfaces that may have come into contact with the guest, such as bedside tables, desks, chairs, tables, furnishings, telephones, remote controls, handles and buttons, wardrobes and drawers

- The remote controls have been equipped with a disposable bag
- Blankets and bedspreads have been equipped with "top sheets" to avoid direct contact with the guest
- After each phase of the cleaning cycle, the assistant will take care of changing the individual disposable devices that will be thrown into a closed and separate bag
- The cleaning material (cloths, wipes and what is necessary for cleaning and dusting) are disposable and thrown after cleaning each room, if not disposable they are treated at each cycle with a 2% sodium hypochlorite solution for 10 minutes
- Dirty laundry is placed in a closed container and separated from the clean laundry trolley. It should be noted that dirty laundry is never used as a support in cleaning operations
- At each change of the guest, the intact packaging in the minibar will be cleaned, as well as the refrigerator inside and outside
- At each cycle, the floors will be cleaned and sanitized with suitable products
- To reduce the risk of contagion to a minimum, all unnecessary furnishings, magazines and brochures have been deliberately eliminated from the rooms

BREAKFAST

PREPARATION

- Breakfast attendants wear masks and gloves. The gloves are changed frequently, especially after having carried out activities not related to food, such as the manual opening / closing of the entrance and exit doors from the kitchen premises and the emptying of containers
- At each change of gloves, the hands are thoroughly washed. For breakfast workers, hand washing constitutes a greater protective barrier to infections than wearing gloves, workers were instructed to wash their hands thoroughly and frequently, with normal soap and warm running water. Hand sanitizers are used as an additional measure to hand washing
- Information signs are present to remind you of the correct hand sanitization procedure
- All surfaces and utensils in contact with food are washed and sanitized after each single use
- The buffet is not allowed

SERVICE

- The guest will be asked to fill in an online form, with which he can order the preferred menu for breakfast
- Alternative solutions to our usual breakfast will be evaluated, such as disposable products
- At the entrance to the breakfast room, alcoholic gel is available to guests with a firm indication of use before accessing it
- The tables are arranged so that the seats guarantee the interpersonal distancing of at least one meter of separation between the clients, except for the families or for people who share the same room or housing unit. The tables are marked with the number corresponding to the room
- The administration service is provided by the staff, equipped with adequate equipment for table service. Food is served on trays with a special lid
- The service staff in contact with customers must always use the mask and must carry out frequent hand hygiene with hydro-alcoholic solutions (before each table service)
- Guests will use disposable plates, cutlery and glasses
- The tablecloths are always replaced at each guest change
- At the end of the service, the breakfast room is carefully cleaned and sanitized
- Customers should wear the mask whenever they are not sitting at the table

SWIMMING POOL (open from the 6th June)

- Spaces have been organized to ensure a distance of at least one meter
- At the entrance to the swimming pool, a station with sanitizing gel has been set up, providing for the obligation to rub your hands at the entrance and frequently throughout your stay
- The crowding density will be respected considering, both in the solarium / green areas and in the swimming pool, the 7 m². of surface per person. The entrances will be organized in compliance with the crowding index required by the guidelines

- The sun loungers will be located in such a way as to guarantee a social distancing of at least 1.5 meters between people who do not belong to the same family. Guests will be asked not to move the sun loungers, if movement is deemed necessary, compliance with the safety distance indicated above will be recommended
- The cleaning and disinfection of the common areas and the shower will be carried out regularly and frequently
- Equipment such as sun loungers, umbrellas etc. are disinfected at every change of person or family. Otherwise, sanitization is guaranteed at the end of each day. It will be required to avoid the promiscuous use of objects and linen: the user will have to access the swimming pool equipped with everything needed
- Guests will be expressly requested not to come into direct contact with surfaces and to always use their own towels (on request, also available at reception)
- Guests will be asked to store all clothing and objects inside their personal bag; bags will be available for storing personal belongings
- In order to ensure a level of protection from infection, the effectiveness of the water treatment chain and the limit of the free active chlorine parameter in the pool between 1.0 - 1.5 mg / l will be ensured; combined chlorine ≤ 0.40 mg / l; pH 6.5 - 7.5. In the presence of bathers, the frequency of on-the-spot checks of the above parameters will be carried out no less than every two hours. All corrective measures will be promptly adopted in case of non-compliance, as well as in the approach of the value at the table limit
- Chemical and microbiological analyzes of the water will be carried out on a monthly basis
- Parents will be advised to take care to supervise the children for compliance with the distance and the hygiene-behavioral rules