

Update: December 17, 2020

RECEPTION AND COMMON AREAS

- Guests and visitors must enter through the main door wearing a face mask and cleaning their shoes on the sanitary mat. Body temperature will be checked with an automatic digital thermometer and hand disinfection will be requested
- All guests are required to complete a declaration form upon check-in, stating that they have no symptoms of COVID-19
- Registration forms will be previously prepared with the guests' data, requiring only the signature of the reservation holder
- Only one person at a time will be served on the Reception counter, the rest must maintain the requested safe distance while waiting to be attended
- Valet Parking service is not available.
- Guests must wear a face mask in all common areas

ROOMS

- Guests will enter the rooms which will be completely disinfected according to the current hygiene protocols
- Our staff will wear personal protective equipment and will use bactericidal and antiviral products to clean and disinfect the rooms, with particular emphasis on high-touch items.
- Digital menus are available and include information regarding Gastronomy, Spa and general Hotel information. You can access using the QR code or require a laminated menu
- Minibar products can be requested at our Lobby Bar until 00.00 hrs (ext. 7360)
- ROOM SERVICE will be delivered at the room door. Waiters are not allowed to enter guest's rooms.
- Amenities will be delivered in plastic bags. Courtesy mineral water bottles are available in the minibar

BREAKFAST AND RESTAURANT

- The use of face masks is mandatory on entering the restaurant and while walking around, not required while sitting at the table.
- The distance between tables is according to the regulations in force, with a maximum of 4 people per table. Salt/pepper shakers, olive oil/vinagre, etc, will be provided only upon request.
- Only a la carte or assisted breakfast available
- Single-use, disposable and biodegradable table linen.
- Tables will be disinfected between each service and cannot be occupied if they are not cleaned and sanitized
- According to the protocol for social distancing, staff will avoid physical contact (hand shaking, kisses, hugs)
- Sitting or remaining at the Lobby Bar counter is not allowed

SPA, KIDS CLUB, OUTDOOR POOL & MOVIE THEATRE

- Access to The Grand Spa, Kids Club, outdoor pool and movie theatre upon reservation only (at extension 7570)
- The use of **face masks is mandatory** except inside the pools or sauna and in the defined outdoor resting areas
- All areas are cleaned and disinfected before and after use
- **GYM:** 45-minute training sessions for a maximum of 4 people. Area will be cleaned and disinfected right after each session. Changing rooms currently not available.
- **INDOOR POOL AREA:** 45-minute reservations for a maximum of 15 people, maintaining social distancing. Changing rooms not available.
- **SAUNA:** Only individual sessions, upon previous reservation
- **RELAXING ROOM:** Maximum 30 minutes stay (max. 3 people)
- **MASSAGES:** Staff will use double facial protection masks and disposable gown for each appointment
- **BEAUTY SALON:** Each appointment will be individual. Only up to 2 households will be attended at the same scheduled time
- **OUTDOOR POOL AREA:** From 8 am to 8 pm. Maximum capacity: 50 people. Maximum stay duration: 1h20 min. The use of face masks is mandatory, except inside the pool or in the defined rest area, which will maintain a distance of 2 m. with other lounge chairs and umbrellas, except for families (max. 4 households)
- **HYDROGYM, YOGA, FUNCTIONAL, STRETCHING :** Upon prior reservation, 45-minute classes for a maximum of 6 people (check our timetable)
- **KIDS CLUB:** All children must be accompanied by an adult during their stay at the Kids Club. The room will be divided in 4 individual spaces. Maximum 6 people per space at the same time and a maximum stay duration of 45 minutes
- **MOVIE THEATER:** For the time being THE GRAND CINEMA is not available