



BAIA VERDE S.p.A.

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COVID-19

SAFETY INFORMATION PROTOCOL

INDEX

INDEX.....	2
INTRODUCTION.....	3
INFORMATION	3
CUSTOMER ACCESS PROCEDURES	4
CLEANING AND SANITIZATION	4
PERSONAL HYGIENIC PRECAUTIONS	4
PERSONAL PROTECTIVE EQUIPMENT	4
SYMPTOMATIC PERSON HANDLING IN THE COMPANY.....	5
SHARED AREAS	6
ROOMS AND AREAS CLEANING PROCEDURE.....	7
RECEPTION.....	8
RESTAURANT AND BREAKFAST	9
BAR	10
FEASTS AND BANQUETS	11
CONGRESSES AND TRADE FAIR EVENTS	12
WELLNESS AND SPA SERVICES.....	14
POOL and BATHING	15

INTRODUCTION

Grand Hotel Baia Verde, in relation to COVID19 pandemic and in accordance with recent legislative provisions, adopts all measures to contrast and contain the spread of the new virus in the workplace, regulating with this plan all the security steps that must be adopted by its employees and customers.

In addition to general information, specific texts have been prepared for different activities / workareas of the hotel.

The protocol adopted is subject to any changes and / or additions according to governmental DPCM or regional ordinances.

INFORMATION

Grand Hotel Baia Verde informs all employees and anyone entering the accommodation about the security provisions, informing customers when booking and delivering and / or posting at the entrance and in the most visible areas, special brochures and infographics.

Given the kind of activity, which by its nature provides not only access, but also guests accommodation, measures in place are aimed at the protection of employees, but also the safety of guests who will be required to fully comply the rules in order to protect themselves and others.

Information concerns:

- The obligation to stay at home in presence of fever (over 37.5 °) or other flu symptoms and to call your family doctor and health authority;
- The awareness and acceptance that they cannot enter or remain in hotel and having to declare it promptly where, even after the entrance, the conditions of danger exist (symptoms of flu, temperature, origin from areas at risk or contact with people positive for the virus in the previous 14 days, etc.);
- The undertaking to comply with all the provisions of the authorities, and of hotel manager, in doing access to the hotel (in particular, keep a safe distance, observe the rules of hygiene hands and behave correctly in terms of hygiene);
- The undertaking to promptly and responsibly inform the manager of the facility, of the presence of any flu symptoms during the performance of work, or the permanence, taking care to remain at an adequate distance from other people present.

CUSTOMER ACCESS PROCEDURES

Guests will be able to undergo body temperature checks before access. If such temperature will be higher than 37.5 °, they will be momentarily isolated and followed as indicated procedure provided for by company protocol.

The hotel undertakes to keep for 14 days the list of all the people who access for various reasons.

Those who find themselves in this condition, with the help of the hotel will contact the Prevention Department of Catania Health Authorities.

The first access to the hotel by the customer takes place from the main entrance. The revolving door acts as a filter, beyond which there is a sign that distinguishes the passages for entry and exit with indication of distance compliance with the spacing and a dispenser with hand sanitizer gel. Surgical mask use is strictly required.

CLEANING AND SANITIZATION

The company ensures the daily cleaning and periodic sanitation of the whole hotel, shared spaces, workstations and leisure areas through the use of alcohol-based detergents or active chlorine.

In case of the presence of a person with COVID-19 inside the hotel, cleaning and sanitation are carried out according to the provisions of circular no. 5443 of 22 February 2020 of the Ministry of Health.

PERSONAL HYGIENIC PRECAUTIONS

It is mandatory that people take all hygienic precautions, especially for the hands.

Grand Hotel Baia Verde provides suitable cleansing tools for the hands. The frequent hand washing with soap and water is highly recommended .

The hand cleaners are always accessible thanks to specific dispensers placed in easily identifiable points throughout the hotel. In particular at the main entrance and close to the toilets, which are cleaned several times a day, at the entrance to the various common areas (bar, restaurant, swimming pool, entrance from parking, SPA entrance).

PERSONAL PROTECTIVE EQUIPMENT

Grand Hotel Baia Verde sells its customers protective surgical masks for respiratory tract.

SYMPTOMATIC PERSON HANDLING IN THE HOTEL

In the event that a person has fever and symptoms of respiratory infection such as cough, he must immediately declare it to the hotel manager who will proceed to his isolation in the dedicated room.

The hotel manager immediately proceeds to notify the competent health authorities: ASP territorial - Epidemiology service.

The company collaborates with the health authorities to define any "close contacts" of a person present in the company that has been found positive for COVID-19 test. This is in order to allow the authorities to apply the necessary and appropriate quarantine procedures. During this period company may ask any possible close contacts to leave the hotel as a precaution, according to the indications from the Health Authority.

Person Covid-Positive, when isolated, must immediately be equipped with a surgical mask if not already provided.

In rooms and other areas of the hotel where confirmed cases of Covid-19 have stayed, before being hospitalized, the following cleaning measures will be applied.

Due to the possible persistence of the virus in the areas for a mid-long time, places potentially contaminated with SARS-CoV-2 must be thoroughly cleaned with water e common detergents before being used again.

For decontamination, the use of 0.1% sodium hypochlorite after cleaning is recommended.

For tops that can be damaged by sodium hypochlorite, 70% ethanol is used afterwards cleaning with a neutral detergent.

All surfaces frequently touched, such as wall, doors, windows, toilet and sanitary surfaces must be cleaned carefully..

During cleaning operations with chemical products, the ventilation of the rooms is ensured.

Bed linen and towels are subjected to a high temperature washing cycle and with disinfectant cleaner.

All cleaning operations will be carried out by staff wearing individual protective devices (mask, disposable gloves, disposable waterproof long-sleeved gown).

Close contacts: Healthcare staffs may request information about close contacts Covid-19 positive person during his stay in the hotel.For example:

- the person who provided direct assistance to the infected person without the use of recommended PPE or through the use of unsuitable PPE;
- the person who had unprotected direct contact with the person's secretions infected (for example, he touched used paper handkerchiefs with his bare hands);
- people who have had direct physical contact with the infected person (for example, a handshake);

- people who have had direct contact (face to face) or have found themselves in enclosed environment (for example, a vehicle or a closed room) with the infected person for at least 15 minutes, at a distance of less than 2 meters;
- people who was in the same room where infected person stayed.

SHARED AREAS

The Company, as established by "Accoglienza Sicura" safe protocol, adopts all the provisions in terms of shared areas:

- respecting the interpersonal distance (at least one meter between one person and another)
- in order to facilitate attention for distance, it has posted information signs in different indoor spaces;
- in the places used as sitting rooms there are clear indications in order to guarantee the social distancing between users;
- the entry and exit routes have been differentiated, where possible;
- dispensers with alcoholic solutions for hands hygiene have been made available to staff and guests.
- when crossing indoor and outdoor areas, mask use is mandatory, both by staff and customers.
- gatherings are forbidden, seats in indoor places have been reduced and outdoor areas are preferred.
- the use of the lifts is allowed to only one person with the exception of those not subject to social distancing. Elevator buttons are cleaned frequently by the staff.
- car parking must be carried out straight by the guest after being equipped with a special 'chip-card' to open the gates and that he must keep until departure. Card will be disinfected for its reuse.
- company has enhanced the cleaning and disinfection activities of all common areas, especially the toilet. Cleaning and disinfection of common areas (bathrooms, halls, corridors, elevators, etc.). comes thorough with the sanitation of objects that are touched frequently, such as handles, elevator buttons, handrails, switches, door handles, etc. The cleaning staff is informed of these guidelines.
- information documents have been posted clearly with key messages, such as hand washing, use of masks, social distancing. All these information are reported in several languages.
- finally, staff is required to carry out a first check on the compliance of the indications by the guests.

ROOMS AND AREAS CLEANING

Room cleaning staff has been informed on how to carry out the procedure of cleaning and disinfection of rooms and various areas.

In particular, the Company has adopted as personal protection equipment (PPE):

- Disposable or sanitizable shoes;
- Disposable gloves;
- Surgical masks;
- Washable gown (to be replaced at the end of the shift to clean it);
- Hair cap (if needed)

If perform procedures that generate splashes (for example when washing surfaces) occurred, an add face protection with a face shield and waterproof aprons will be provided.

In addition, cleaning staff have disinfectant products and extra supplies.

AREAS CLEANING

In the public areas (corridors, stairs, landings, lounges, etc.) all the elements that come into repeated contact with guests, such as handles, grab bars, push-button panels etc. are cleaned periodically depending on the level of use.

ROOMS CLEANING

Whenever possible, it is recommended to avoid the simultaneous presence of several employees in the same room. Guests must not be inside the rooms while they are cleaning.

The room will be ventilated by opening windows before starting the next cleaning operations.

Cleaning of the room will be carried out in different ways depending on whether it is already occupied by a guest (stay) or intended to welcome a new guest (departure).

In case of stay, room will be cleaned according to the company's practice and at the entrance of the cleaners during their stay if the guest agrees.

In case of departure, room will be sanitized with appropriate products and kept free for a minimum of 1 hour

The, staff will proceed to an adequate natural ventilation before let the room occupied by another guest.

The minibar will contain only two bottles (n.02 bottles) of water for each customer in the room. Every new guest, the operator will clean the intact packages in the minibar, and its cleaning.

RECEPTION

At the reception a specific kit is available for those who have Covid-19 symptoms or care for an affected person.

The mentioned kit includes the following items:

- FFP2 type masks;
- face protection;
- gloves (disposable);
- protective apron (disposable);
- full-length long-sleeved jumpsuit;
- shoe covers (disposable)
- disinfectant / germicidal wipes for cleaning surfaces and tissue;
- disposable bag for biohazardous waste.

CHECK-IN AND CHECK-OUT PROCEDURES

Measures are taken to avoid gatherings and reduce the time spent in reception area with delimitation of spaces and differentiation between check-in and check-out.

Waiting time at check-in is limited thanks to the adoption of guests new-registration technology.

During check-in procedure registration, guests are required to fill the Covid-19 Survey / Self-certification Healthcare form.

In case of group bookings, only the group leader or householder will be the only one for delivering the keys and luggage tags with room number.

In order to contain the crowd, guests are required to respect the horizontal indications for distancing.

Guests will receive the key (chip-card) and tokens to collect the beach towel. Guests are asked to keep keys and tokens for the whole period stay and give them back at check-out.

This tools will be disinfected at each change of the guest.

PARKING AREA

Parking of the car will be carried out straight by the guest.

RESTAURANT AND BREAKFAST ROOM

Tables will be located to let guests being at least one meter apart between each other, except for family members or for people who are not subject to social distancing.

Guests will wear the mask whenever they are not seated at the table. Tablecloths will be replaced at each change of guests.

For lunch or dinner menu booking is appreciated. The menu will be available in different areas of the hotel. A buffet service is provided for breakfast time.

To avoid gatherings, in addition to specific signs on respecting distancing, three specific areas with protective barriers are set up.

The objects used for the service (bread basket, condiment products, sugar bowl single-dose, etc.) can be made available to new guests following adequate sanitation. Where possible, single use products will be provided.

Restrooms used by customers in the restaurant area are frequently cleaned and sanitized.

RESTAURANT BOOKING PROCEDURES

In case of reservations for restaurant service, customers will indicate whether it is a family unit. In case of a family unit, distance between the guests may be less than one meter, in all of other cases a distance of one meter is required.

Self-certification is provided with an indication of the diners and a telephone number reference. Table and waiters who performed the service will be indicated.

The above procedure is also provided for all guests participating in events such as banquets, private parties, business lunches, etc.

ROOM SERVICE

If possible, the hotel prefers room service, recommending reservations.

The collection of the tray must be agreed with the customer and includes all the indications and preventive measures as per current legislation on anti-Covid prevention.

BAR

The hotel has two bar areas, one indoors and one by the pool set up in season summer.

In order to avoid gatherings of guests near the bar counter, signs are adopted.

In the summer pool bar, separation of entrance and exit areas is provided.

Dispensers with sanitizing gels are placed at the entrance for cleaning customers' hands.

Company provides two forms of service:

COUNTER SERVICE

In the counter service, interpersonal distancing of one meter is ensured. According to that, in front of the counter and at the cash desk, horizontal signs have been placed to facilitate interpersonal distancing. The use of masks for customers and employees will be required.

It is forbidden to provide snacks, popcorn, salty products in general, sweets, in bulk mode, these foods can be administered to individual consumers / customers, in single portions, even not packaged, but served directly.

Only disposable products can be made available on the counter.

Bakery products, such as pastas and pizzas are delivered only by the staff using sockets, pliers, etc.

The company, in order to facilitate a service of administration at tables or relax lounges, has set up staff,, equipped with adequate equipment, who takes care of the orders and the service.

Tables in the pool area are distributed and spaced so that the seats guarantee spacing interpersonal of at least one meter, except for people who, according to the provisions in force, are not subject to interpersonal distancing.

In case of use of tablecloths, they are replaced at each change of guest. When it is not expected the use of tablecloths that cover the entire surface of the table or support surface, these are cleaned and disinfected after each service.

The use of masks by bar staff and frequent hand sanitation is mandatory.

Bar equipment and accessories are constantly disinfected.

Dishes, glasses, cutlery and all the items are washed in the dishwasher at a proper temperature, so that they can be disinfected. The same procedure concern all those items that have not been used by customers as they may be came into contact with their hands.

OPEN SPACES MANAGEMENT (Tables in the Pool Area)

Procedures adopted in the indoor areas are also applied in the outdoor spaces:

- distance between tables;
- proper cleaning and disinfection of the tables after its use by customers;
- appropriate management of entrances and exits;
- spaces delimitation

ROOM SERVICE

Company prefers, where possible, room service, adopting reservations and / or orders.

Staff handles and arranges food products on the specific trolley or with trays, ensuring its appropriate coverage.

Before delivering the tray with room service, staff will disinfect hands with special sanitizing gel.

Tray collect must be agreed in advance with the customer.

SOLARIUM AREA SERVICE

A bar / pool attendant will take the order from the customer and then serve it directly.

Same procedure for post-consumption withdrawal.

FEASTS AND BANQUETS

The hotel has prepared information on the prevention measures to be respected during the event and undertakes to keep the list of participants for a period of 14 days.

Company has reorganized spaces, to ensure access to the event venue in orderly way, in order to avoid gatherings of people and to ensure the maintenance of at least 1 meter of separation between users.

Where possible, separate entry and exit routes are provided. Or, there is the possibility of alternating directions for common paths. The latter aspect relates to individual responsibility.

Tables are arranged in such a way as to ensure the maintenance of at least 1 meter of separation between guests, except for those people who, according to the provisions in force, are not subject to interpersonal distancing. This last aspect relates to individual responsibility.

Where possible, the use of outdoor spaces (eg gardens, terraces) is privileged, according to spacing respect of at least 1 meter.

The Company has adopted a cleaning plan in order to ensure high cleaning and disinfection standards of the indoor areas and any equipment before each use.

Guests are required to wear the mask in indoors areas (when not seated at the table) and in the outdoor spaces. Hotel staff in contact with the guests must use the mask and must carry out frequent hand hygiene with sanitizing products.

The buffet mode is carried out by administration by staff in charge. The company prohibits the possibility for guests to touch what is exposed and requires the obligation to keep the distance and the obligation to use the mask when the guests are not sitting at the table.

Self-service mode can be allowed for buffets made exclusively with single-dose packaged products. In particular, the distribution of food must take place with organizational methods that avoid the formation of gatherings even through a space reorganization in relation with the size of the areas.

In case of musical performances by professionals, the safety distance between members of the musical group are required. The mixed use of microphones is prohibited. In any case activities and opportunities for aggregation that do not allow the maintenance of the interpersonal distance of at least 1 meter must be avoid.

CONGRESSES AND EVENTS

All the provisions provided for by current legislation, subject to updates and amendments by DPCM government and regional ordinances, are applied by the hotel to: conferences, congresses, major trade fairs, business conventions and events associated with them similar.

It should be noted that the following indications must be integrated, depending on the specific context, with those related to catering.

Company provides that the maximum number of participants in the event must be evaluated, together with the organizers, based on the capacity of the spaces identified for each room available, in order to reduce crowding and ensuring interpersonal distancing.

The Company undertakes to rearrange the spaces, to ensure access in an orderly manner, in order to avoid gatherings of people and to ensure the maintenance of at least 1 meter of separation between users, with the exception of persons who, according to the provisions in force, are not subject to distancing interpersonal. This aspect relates to individual responsibility.

In the rooms where it is possible to provide separate paths for entry and exit they are duly marked the directions of travel and informed the users upon their entry.

An adequate information on prevention measures is prepared, which is also understandable for customers of other nationality, both through the use of appropriate signs and / or audio-video systems, and through the staff assigned to monitor and promote compliance with the measures prevention also referring to the visitor's sense of responsibility.

In particular, company adopts the policy of sending the information via email at the time of booking and in any case before of the arrival to the hotel.

The reception workstation where not already equipped with physical barriers (e.g. screens), it will eventually have to be adapted. Access is allowed only to properly registered users.

Body temperature will be detected by thermo-scanner device located at the hotel entrance, inhibiting access in case of temperature > 37.5 ° C.

The Company provides hand hygiene products in all available areas.

In the conference rooms, seating is allowed in order to facilitate distancing minimum of at least 1 meter. Speakers' table and podium are rearranged to allow a safe distance that let speakers / moderators to participate without the use of the mask.

The devices and equipment available to speakers, moderators and listeners (e.g. microphones, keyboards, mice, laser pointers, etc.) are disinfected before starting use by verifying that they are disconnected from the electrical connection. They are then protected from potential contamination by a film for food or clinical use to be replaced for each user.

Regarding to congresses with poster areas, exhibition areas, show rooms, etc., agreements will be made with the Meeting Office in compliance with current regulations.

The regular cleaning and sanitization of the rooms is guaranteed at the end of each event.

WELLNESS AND SPA SERVICES

Beauty and wellness center's services are managed upon appointments. Maximum punctuality is highly recommended and appreciated.

Turkish bath, indoor pool and emotional shower are temporarily not available.

Hydro-alcoholic solutions will be available for the hygiene of the hands of customers and operators hands, with the recommendation to carry out frequent hand hygiene.

Papered information will be not available.

For beauty services, requiring a close distance, the operator must wear protective face shield and FFP2 mask.

The operator must carry out frequent hand hygiene with hydro-alcoholic solutions (before and after any service provided to the customer) and use disposable gowns / aprons. Gloves use will be preferred; if for a specific service it is not possible to wear them, the operator will proceed with the hand sanitization more frequently.

The room, the workstation, the surfaces, the equipment, the work accessories etc. are properly cleaned and sanitized, before being used for a new customer,

Regular cleaning and disinfection of the toilets are ensured.

Ventilation in indoor areas is regulated by a special suction device.

SWIMMING POOL AND BATHING

Visitors must strictly comply with the instructions given by the lifeguards.

Appropriate signs are provided to facilitate the management of flows and raise awareness of the behaviors.

Customers are informed the whole swimming pool area, as well as the showers, must be not be a reason for aggregation and gatherings.

Furthermore:

- Shower areas and activities are provided in order to ensure distances of at least 1 meter;
- All clothing and personal items must be placed in a personal bag.
- Dispensers with hydroalcoholic solutions have been made available for hand hygiene in the pool area.
- Crowding density in the pool is calculated with an index of 7 square meters of water surface per person, due the total surface of the pool, for the coexistence of about 40 people in the water is allowed, keeping the appropriate distances from other bathers.
- Regarding solarium and green areas, a spacing is ensured between the sun umbrellas (or other systems of shade) so as to guarantee a surface of at least 10 square meters for each sun umbrella;
- Among the equipment (sunbeds, deck chairs), when not located in the sun umbrella area, a distance of at least 1.5 m is guaranteed, keeping the paths and entrances free, in the area that allows entry to the sea.
- In order to ensure a level of protection from infection a water treatment control card is planned. Trained lifeguard staff provide to take note about the level that must be respected in presence of users.

Obligation to:

- Before using the swimming pool, it's mandatory to have a soupy shower. Shower are located in the same pool area.
- Furthermore, regular and frequent cleaning and disinfection of the common areas, showers, toilets, equipment (deckchairs, chairs, beds, including floating equipment, boats, etc.) is foreseen by the staff.
- Equipment such as eg. sunbeds, deck chairs, sun umbrellas etc. are disinfected at each change of person or family unit.

Otherwise, disinfection must be guaranteed at the end of the day.

The mixed use of objects and linen is absolutely forbidden: each customer will be provided of a token to get towel they have to use for swimming pool and sea services.

Thank to this procedures customer can collect the clean sheet from the lifeguard's station and hand over the used one.

Visitors must strictly comply with the instructions given by the lifeguards.

For all outdoor areas (as for the indoor one) the use of a mask is mandatory.