



HYGIENE & SAFETY FIRST

"Hotel Europa" against COVID-19

Safety has been a **top priority** for "Hotel Europa" for many years.

For this reason, we have **always applied very strict** hygiene measures **to prevent of infectious diseases.**

These measures have now been further **strengthened and supplemented** to protect against COVID-19

General safety precautions

- The entire hotel complex is **reserved exclusively** for **hotel guests**.
- **Mandatory use of protective masks** (mouth / nose) **throughout the hotel** (both inside and outside) **for all collaborators and for all guests** aged 6 upwards. However, masks are also recommended for children up to 5 years old. This does not apply within your own family.
- **Protective masks** and **disposable gloves** are provided by the hotel
- **Throughout the hotel area** (both inside and outside) there is the **rule of 1 meter spacing**, except within your family unit.
- **Compliance with prescription 1/10** (1 person on 10m²) in all common areas, except within your family unit.
- **Hand disinfection stations** located in all areas of the hotel, e.g. at all external entrances, entrances to common areas, in front of lifts, at info-touchscreens, in front of the wellness area, etc.
- **Lifts** may only be **used individually** or with **family members** and **only after disinfecting your hands**.
- **All the detergents** and **disinfectants** used have a **certified antibacterial and antiviral effect**.
- Continuous **employee training** to ensure that all prevention measures are complied with and rigorously applied.

Cleaning and disinfection of common areas

- **Daily sanitation** of all **common areas**.
- **Daily disinfection** of all **critical points of contact** (handrails, lifts buttons, info-touchscreen, door handles, pool beds, chairs, etc.)



Cleaning and disinfection of rooms

- Special **deep cleaning, disinfection of all rooms** before the **occupation on arrival**.
- **Daily room cleaning** in accordance with the **latest hygiene protocols**.
- All **bedroom linen** is **washed and disinfected** by the external professional laundry "Lavanderia Fratelli Artioli" **according to certified procedures**.

Solarium and Jacuzzi

- **Treatment of the water in our swimming pool** through regularly backwashed filters and with the contribution of fresh water required by law with continuous monitoring of the expected value of both active and combined free chlorine and PH (free active chlorine value increased to 1.2PPM with a PH 7.20)
- **Guarantee of the minimum** required distance between the **sunbeds** (1 meter), in the external sunbathing areas, with the exception of those designed for single-family use.

Kitchen, Restaurant and Bar

- All **food goods received** and **stored** and **all dishes prepared** in full compliance with the latest **HACCP guidelines**.
- **Disinfection of vegetables** and **fruit served raw**, both upon delivery and before serving.
- **Hygienic handling** of all dishes **guaranteed** at our buffet and **constant replacement of the handling tools**.
- **Access to buffet only with protective mask** covering the mouth/nose and **after hand disinfection** and in any case in compliance with distancing measures (1 meter).
- **Guarantee of the minimum prescribed spacing** of the guests seated at the table towards the people of the nearby tables (1, 5 meters and 1.0 meter between back and back), both in the **Dining Room** and at the Bar.
- **The tablecloths** are **washed** and **disinfected** by the professional external laundry "Lavanderia Fratelli Artioli" **following certified procedures**.
- **Protective masks** (mouth / nose) and **disposable gloves** during all **food processing** and food production processes.

The measures listed are updated to 27 05 2020 and subject to changes relating to subsequent regulatory updates