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HOTEL TERME
HELVETIA
ABANO TERME

"SAFE HOSPITALITY" PROTOCOL

Measures adopted by the Hotel to prevent the virus SARS-CoV-2 from spreading.

Please consult the measures we have adopted to protect both your health and ours.

General measures

- We have always applied very strict hygienic measures to guarantee high standards but, at this time, we have also enhanced and integrated these measures.
- Our hotel has ample open spaces, both indoors and outdoors, which allow every guest to enjoy their stay safely as well as to take advantage of many facilities.
- The body temperature of the whole staff is checked with a thermal scanner before they start their work shift.
- Upon arrival at the hotel and for entering the hotel, we will measure the body temperature of each person with an infrared thermometer.
- Both for guests and the staff, disposable gloves and several automatic hand sanitizing gel dispensers are available at several points of the hotel.
- All the housekeeping staff was trained to properly sanitize both the common areas and the rooms.
- While on duty, staff will wear personal protection equipment such as disposable masks and disposable gloves. The Receptionists will also wear a plexiglass face shield.
- At Reception and in the common areas, everyone must maintain a safe distance of at least 1 meter from other people. We have made easier to maintain that distance by applying stickers or markers on the floor.
- Every guest is kindly requested to wear a mask in all common areas of the hotel and whenever it is not possible to keep the distance of 1 meter from the other people.
- Guests who don't belong to the same family, as well as the collaborators, are requested not to touch one another (no hand shaking, kisses or hugs).
- Guests are asked not to gather in the common areas and reduce their time spent in the Reception area.
- Everything that is supplied by the hotel is sanitized before and after each use.

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- At the end of each work shift, the staff will sanitize their post and equipment. Moreover, their uniform will be changed every day to guarantee the highest hygienic standards.
- Disposable masks can be bought at the Reception for the price of € 1.
- Elevator access is allowed at the same moment for multiple guests only if those guests are staying in the same room.
- The Hotel Management has appointed a person in charge of checking the procedures and rules for protecting the health of the guests and staff from Covid-19.
- To avoid the formation of lines at check-in, we have adopted the following procedure:
 - before arrival, each guest will send all the required information for checking-in as well as a copy of the identity card that will be shown again upon arrival. In the event that a guest can't fulfil this procedure, the check-in will take place at the hotel as usual;
 - we use automated payment systems and electronic cards sanitized and ready for to be delivered to the guest.
- At check-in, the guests will be provided with a booklet containing the main information about the hotel.

Cleaning the room and common rooms

- The sanitation of common areas and rooms is carried out daily by our highly qualified and properly trained cleaning staff.
- Cleaning and sanitation are processes carried out separately to guarantee maximum hygiene.
- The cleaning staff are equipped with personal protection equipment (i.e. disposable gloves and masks).
- The cleaning trolley is kept in areas where guests and external collaborators are not allowed to enter.
 - All rooms are aerated when the cleaning staff begins cleaning.
- If the guest finds the cleaning staff in his/her room, they are kindly requested to wait for the completion of the cleaning and sanitation process before entering their room.
- The guest can ask that his/her room not be not cleaned during his/her stay.

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- All surfaces are treated with proper sanitizing solutions. Special attention is paid to cleaning handles, handlebars and keyboards.
- The housekeeping manager is in charge of checking that the cleaning and sanitation operations in rooms and common areas are carried out properly.
- The air conditioning units are sanitized in accordance with the directions given by their manufacturer.

Food and beverage

The restaurant and kitchen staff were properly trained about the safety regulations to guarantee the safest service.

- The tables of the restaurant are positioned at least 1 meter from one another to prevent contact among guests who don't stay in the same room.
- Tablecloths are replaced after each guest has finished and the table is sanitized after each meal.
- The buffet is temporary suspended. At breakfast, you can enjoy a "served buffet" that is available for the guests provided that they wear personal protection equipment. Social distancing shall always be kept. The appetizer and salad buffet is suspended and these courses will be served at the table.
- The menu is disposable and includes a selection of wine bottles. Our sommelier is available to suggest other types of wine not included on the menu.
- The restaurant staff changes their uniform every day.
- The restaurant, the tables, the chairs and any other surface that can be touched are sanitized daily.
- The restaurant and kitchen staff are equipped with personal protection equipment (i.e. disposable gloves and masks).

Well-being Center / Spa Treatment Department / Thermal swimming-pools

- The swimming-pools can be used as they are sanitized with sodium hypochlorite. The entrance to the swimming-pools is subjected to a limited number of guests. Please maintain social distancing. The sunbeds are positioned in the relaxation areas both indoors and outdoors to ensure the safe distance among people.

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- Beauty treatments, massages and spa treatments are carried out only after making the appointment.
- All treatments are carried out in accordance with safety rules. The staff are equipped with disposable masks and gloves.
- In the Well-being Center, the Spa Treatment Department and the Swimming-pools area, you will find dispensers for sanitizing your hands.
- The Turkish bath and the inhalation department will not be available until we get new instructions from the Italian Institute of Health.

Symptomatic case

If a hotel guest has symptoms that match the Covid-19 disease (i.e. fever, respiratory difficulty), they should immediately inform the Hotel Management, who will call the health authorities in charge.

To reduce the risk of infection, the person will be asked to wait for the health authorities in his/her room or in an isolated room.

- At Reception, you can find a "protection kit" to be used by the person who has Covid-19 symptoms and his/her caregiver. The kit includes the following:
 - FFP2 disposable masks;
 - face shield;
 - disposable gloves;
 - disposable apron;
 - disposable coveralls;
 - sanitizing gel and/or sanitizing tissues for cleaning the surfaces;
 - disposable bag for waste.

This document can be changed and/or integrated according to the evolution of the emergency as well as the implementation of other decrees or regulations issued by the Italian or regional governments.