



HOTELS & RESORTS

SUMMER 2020

SAFE HOLIDAYS

FAQ / FREQUENTLY ASKED QUESTIONS

MEASURES FOR THE CONTAINMENT OF COVID-19

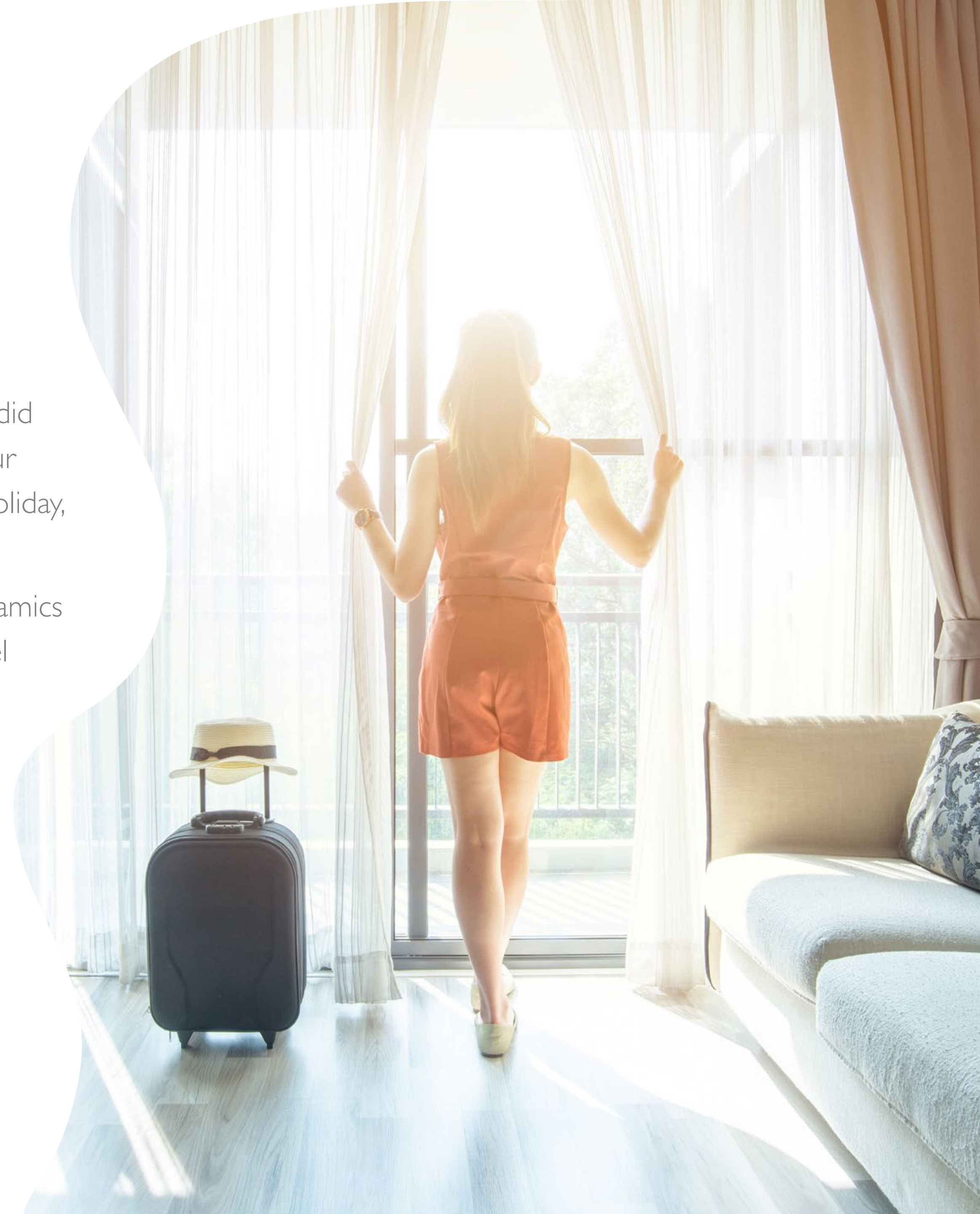


SAFE HOLIDAYS 2020

In this period of emergency we have worked hard to be ready to start again. We did it very seriously, as we always do when it comes to the safety of our guests and our collaborators, keeping in mind the goal of relaxation and fun, essential for a real holiday, with the imagination that distinguishes us.

We are convinced that the Tourist Village formula is inseparable from certain dynamics that belong to all of us, which make us feel good beyond the sea, food and all hotel services. We cannot change our DNA but we can, indeed we must, adapt it to the new rules.

For this reason we have developed a plan for the restart of the summer season in complete safety in compliance with current regulations and national and regional protocols. Of course, we will be ready to adapt our procedures, based on further indications by the competent authorities.





WHAT IS COVID-19

Coronaviruses (CoV) are a vast family of respiratory viruses that can cause mild to severe disease. The most common symptoms include fever, cough, breathing difficulties.

HOW CAN I PROTECT MYSELF?

Wash your hands often: after coughing / sneezing, before during and after food preparation, after going to the bathroom, after touching animals or when they are dirty for any other reason.

HOW CAN I PROTECT OTHERS?

If you have any respiratory infection, cover your nose and mouth when you cough or sneeze (inside elbow / tissue). throw away in the nearest trash can the tissue after use. Wash your hands after coughing or sneezing. Respect social distancing measures and use the mask when leaving home.





IN CASE OF SYMPTOMS WHO CAN I CONTACT?

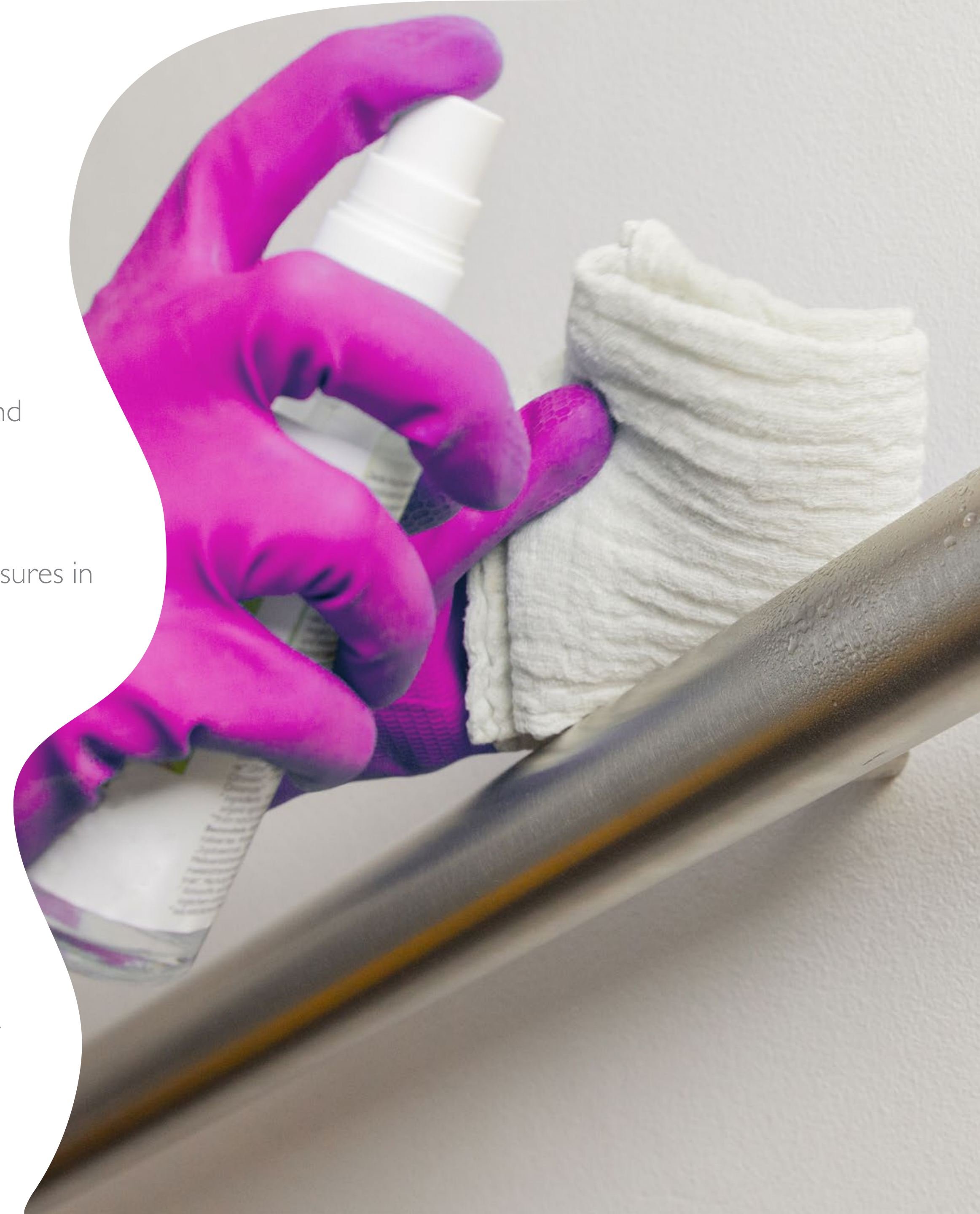
If you experience fever, cough or breathing difficulties and suspect that you have been in close contact with a person suffering from Covid-19 respiratory disease, stay at home, do not go to the emergency room or to the medical practice but call your family doctor on the phone, your pediatrician or the emergency medical service. Or call the regional toll-free number.





WHAT PRECAUTIONS WILL YOU ADOPT IN ALL HOTELS AND RESORTS?

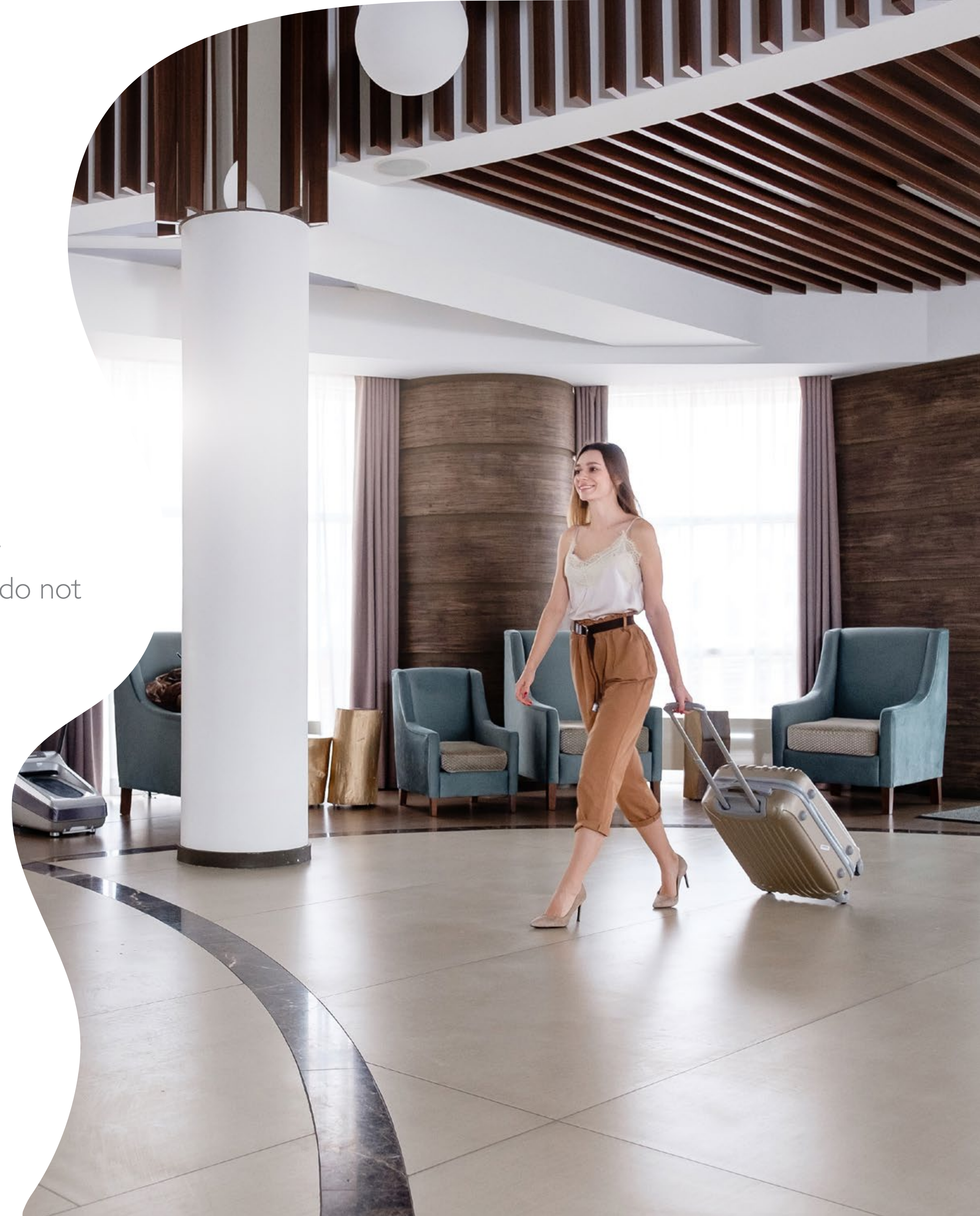
- Each employee will receive health surveillance and daily temperature control and will be trained on all procedures based on government indications.
- The areas of high-volume passage will be equipped with sanitizing gel.
- Room bookings will be limited according to the necessary social distancing measures in order to avoid overcrowding and gatherings.
- At the moment, the use of masks will be mandatory in any situation where it is difficult to keep social distancing.
- All guests will be required to strictly comply with the regulations relating to social distancing and all the procedures provided by the information displayed in the tourist facility for their own, and other guests, safety.
- For the disinfection and sanitization procedures, will be used technologies approved by WHO and ISS (Italian National Institute of Health), to sterilize the environments from viruses and bacteria throughout the facility (rooms, restaurant area, bars, reception, sofas, chairs, deck chairs, beds etc.).





HOW WILL THE RECEPTION ON ARRIVAL BE AT THE CLUB ESSE?

- You can start your stay every day of the week, to spread out arrivals in small groups, allowing us to better manage check-in procedures.
- Guests will be welcomed by our reception service which will carry out all procedures in safety.
- Each guest, in order to protect the whole tourist facility, will be asked for a self-certification in order to declare that they do not have contracted the COVID-19, do not have the symptoms, and do not be exposed to a quarantine measure.
- To guests on arrival will be delivered previously sanitized COVID-Free rooms. Rooms and their furnishings will be hygienized on a daily basis and sanitized once a week and at every guest change.
- Bed linen and towels will arrive in the facility with strict certificates of competence that follow the the WHO and the ISS (Italian National Institute of Health) guidelines and with UNI EN 14065:2016 certification.





HOW WILL THE RESTAURANT AND BAR BE MANAGED?

- The layout of the restaurant areas will take into account the social distancing measures provided for by the guidelines and decrees in force.
- A table will be assigned to each room. Instead of the buffets, there will be set up food areas where meals will be served by our staff, self-service will not be allowed. The food areas will be shielded and sanitized at the end of each service.
- The access to the Baby feeding room will be regulated, sanitation will be carried out several times during the day and disinfection will be daily scheduled. In addition, the use of single-portion products and hermetic dispensers will be offered as far as possible.
- For guests in bed and breakfast formula we have organized a dedicated line of express takeaway catering that you can safely enjoy in your room or in the outdoor spaces of the Resort and in addition to this we decided to expand the offer by including Italian round pizza among the takeaway foods.
- The breakfast areas have been reorganized and expanded, also using the spaces outside the restaurant areas.





WHAT MEASURES ARE PLANNED FOR THE BEACH?

- The beach stations will be assigned by our staff daily. They were designed taking into account the social distancing measures provided for by the decrees. Also in this case we will implement strict sanitation protocols at each change of guest, with a minimum daily frequency.
- At the moment there are no particular restrictions for swimming in the sea, always respecting the minimum social distancing from other swimmers.

...AND FOR THE POOL?

- Access to the sunbathing area of the swimming pools will be organized in accordance with the current regulations on social distancing.
- Access to the pool will be free for all guests, with the obligation to use swimming caps and respect for the minimum social distancing from other swimmers.





WHAT CHANGES WILL THERE BE FOR ENTERTAINMENT AND SPORTS ACTIVITIES?

The entertainment, the beating heart of the Club Esse group, has been reorganized without losing its characteristics of excellence. All sports, leisure and entertainment activities allowed will be organized for individual guests or in any case in order to guarantee the best possible social distancing.

... AND FOR THE MINICLUB?

The Hero Camp, so loved by our young guests, will change schedules to allow kids to have lunch with their parents in total safety. We have increased the number of Hero Trainers to allow a subdivision of our little guests into smaller and more easily manageable groups, and in the evening we have introduced the 2020 new activity, the Hula-Dance, or the baby dance of our little heroes, carried out within spaced circles on the ground, to allow kids to play with adequate social distancing.





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