

# PROTOCOLS AND SECURITY MEASURES AT THE ANACAPRI HOTEL

When you stay at our hotel, we want to receive you with all the guarantees that ensure your health and well-being. For this reason we have developed a rigorous protocol, to give you security and minimize risks, both for our guests and our employees. We implement a protocol in the different processes, from cleaning and disinfection, food safety and occupational health. Our goal, at all times, is to ensure the well-being of our guests and employees. All our employees are trained with different courses, including the Covid-19 prevention course.

## ACCESS AND ENTRY OF THE CLIENT IN THE HOTEL:

- 1. Disinfecting carpets at the entrance:** Installation of disinfection mats at the hotel entrances to prevent the entry and spread of polluting agents.
- 2. Capacity control at reception:** Definition of a maximum number of people depending on the surface available at the reception.
- 3. Interpersonal distancing:** Distance markers, indicated by vinyls installed on the floor.
- 4. Protective screens:** Installation of protective partitions at the reception counter to ensure proper separation.
- 5. Personal protective equipment:** Use of a mask by the reception team.
- 6. Disinfection station:** Availability of hydrogel solution at reception for customer use.
- 7. Disinfection of key cards and other items:** Disinfection of room keys and dataphone after any contact and use between clients.
- 8. Recommendation of payment by card** and sending of invoices by mail if the client requests it.

## TREATMENT OF COMMON AREAS:

- 1. Thorough disinfection:** In all common areas, surfaces and furniture, reinforcing the areas and areas of greatest traffic such as elevators and corridors.

**2. Adaptation of space:** Redistribution and elimination of furniture to facilitate the cleaning of the space and ensure the recommended safety distances.

**3. Capacity control:** Avoid crowds.

**4. Disinfection stations**

Hydrogel dispensers in all common areas.

**5. Access to information:** Uninterrupted access to information of general interest through brochures, maps.

**6. Correct ventilation and air purification:** Breathable ozone devices for humans.

**ELEVATOR AREA:**

1. More thorough and frequent cleaning of the keypads.

2. The use of stairs is recommended to access the rooms.

3. The number of occupants is limited to one user per trip or more occupants if they are from the same family unit. If an elevator is shared, the use of a mask is mandatory.

**BEDROOMS:**

The cleaning and sanitizing of the rooms is taken care of exhaustively, through the use of virucidal products approved by the Health Department. This cleaning will be especially rigorous when guests leave the room at the end of each stay.

The following measures apply:

**1. Cleaning switches and lamps**

**2. Disinfection of the telephone and remote controls of air conditioning and TV.**

**3. Knobs and handles:** Disinfection of windows, doors, cabinet knobs, drawers and other elements of frequent contact.

**4. Surfaces and furniture:** Thorough cleaning of all surfaces with virulent cleaning products approved and approved by the Department of Health.

**5. Bathroom surfaces:** Extensive cleaning and disinfection of walls and countertops. Also of the shower and taps, toilet and bathroom.

**6. Bedding and towels:** Washing treatment at a temperature above 60°C. Removal of used clothing in sealed bags to avoid contact with clean clothing.

**7. Optional cleaning service:** Possibility for the guest to refuse the cleaning service during the stay.

**8. Rotation in the occupation of the rooms:** Spaced in the use of the room, ensuring a temporary interval before a new client occupies the stay.

**9. Minimization of elements:** Withdrawal of those elements for which disinfection cannot be guaranteed as a sanitation measure.

**10. Bath amenities:** The essentials, if the client needs more, can be requested at the reception.

**11. Ventilation:** Ventilation of rooms while cleaning tasks are carried out.

**12. Cleaning air filters**

**13. Ozone Machine:** When checking out each room, once it is cleaned, disinfected and ventilated, an Ozone cannon is placed for 15 minutes, to finish disinfecting the room, with this method we ensure that the room is completely free of any virus or bacteria .

### **BREAKFAST SERVICE:**

The following measures will be applied:

- 1. Capacity control:** Limited number of clients depending on the available surface.
- 2. Interpersonal distancing:** Reduction of the number of tables to ensure social separation.
- 3. Disinfection station:** Availability of hydrogel at the entrance of the cafeteria. Guests are recommended to disinfect their hands and use a mask to serve themselves at the buffet.
- 4. Food treatment:** Management of mono doses preserved without manipulation. All food in the buffet is protected.
- 5. Protection of personnel:** Waiters and service staff will be protected with gloves and a mask.
- 6. Cleaning and hygiene:** Sanitized tableware and intensive surface cleaning.
- 7. Tablecloths:** It is washed daily at more than 60°C.

**IMPORTANT NOTE:** ALL THE MEASURES DETAILED IN THIS DOCUMENT ARE SUBJECT TO POSSIBLE CHANGES AND MODIFICATIONS DEPENDING ON THE EVOLUTION TOWARDS NEW SCENARIOS AND THE INCORPORATION OF NEW REGULATIONS.