

## LA PLAGE RESORT TAORMINA – ANTI COVID 19 PROTOCOL

### INTRODUCTION

This protocol represents all the activities and measures taken within the structure in the field of prevention and safety against COVID 19, with the aim of protecting the health of guests and employees.

- **SANITIZING AND CLEANING OF SPACES**  
The daily cleaning services have been enhanced by using detergents adapted to the different types of materials treated, in compliance with the indications of use provided by the manufacturers. Before the opening a **complete sanitization** of the entire structure has been done by a specialized firm
- **RESPECT FOR INTERPERSONAL DISTANCE - PROHIBITION OF GATHERINGS**  
The distance between people must necessarily be one meter both inside and outside areas pertaining to the facility.
- **HYGIENE: PERSONAL PROTECTIVE EQUIPMENT**  
They are available to guests in all common areas of the structure: sanitizing gel, disposable gloves, masks and protective visors. All employees have been equipped with different types of personal protective equipment depending on their job and sector.
- **BODY TEMPERATURE CONTROL**  
The body temperature will be measured to the employees of the facility at each start of the round, to all internal and external guests who use the hotel services (restaurant, bar, SPA) and visitors. External guests/visitors will be asked for the following data: first name - last name - survey time - temperature - telephone contact, which will be noted by the personnel in charge of the area of interest in the appropriate register.
- **INFORMATION AND COMMUNICATION**  
Staff have been informed and are kept up to date on all containment and prevention measures relating to COVID 19. The service managers and their collaborators are able to inform the guests about the protocol of the preventive measures adopted and/or other services that the guests may need (health facilities, pharmacies, etc.).

### MANAGEMENT OF INTERNAL AND EXTERNAL AREAS

#### LOBBY

In common areas (corridors, stairs, landings, meeting rooms, etc.) all elements that come into repeated contact with guests, such as handles, grab bars, push-buttons, etc. will be sanitized at regular intervals depending on the level of use. Additional treatments for sanitization purposes will be carried out at the end of cleaning operations. We have foreseen that the external and internal guests use the main door for the entrance, separated from the exit one, function that will guarantee a quick passage and the maintenance of the safety distance. A dedicated signage will be placed inside the structure in several points in a visible manner, in all common areas have been prepared columns where will be available dispensers of sanitizing gel, gloves and disposable baskets with pedal cover, each basket will be equipped with a bag to facilitate its replacement and without coming into contact with the contents.

#### ROOMS AND EVENT SPACES

For all the spaces have been planned differentiated paths for access and outflow of guests, as well as for the staff of the structure in the performance of various services.

- The floors of the spaces used for the events and those of the other common areas will be washed and sanitized with products adapted to the different types of materials with a frequency appropriate to the crowding during the day;

- For furniture and all contact surfaces we will clean and sanitize with products suitable for the different types of materials, before and after each event;
- Switchboards, other surfaces and furnishings in frequent contact with guests will be cleaned whenever repeated use so requires;
- For the cleaning of sofas, armchairs and seats in general, we proceed according to the practice in use in the company, using detergents appropriate to the different types of material treated, in compliance with the indications of use provided by the manufacturers.

## **LIFTS**

At each exit of the lift, a column has been placed where sanitizing gel, disposable gloves and baskets with pedal cover will be available.

- For the guests the use of the lifts must be in compliance with the distance measurements, inside the cabin must be positioned at the opposite corners, for a maximum of 2 people at a time;
- The control panels will be cleaned frequently.

## **SANITARY FACILITIES**

Outside the sanitary facilities will be available columns with sanitizing gel, gloves and disposable basket with pedal cover, with the indication of sanitizing the hands before the entrance and exit of the toilets.

- cleaning will be carried out whenever repeated use by guests requires it;
- automatic timer sanitisation devices have been installed in the toilets;
- towels are disposable;
- hand soap is sanitizing.

## **FITNESS ROOM**

Opened H24

At the entrance we will provide a column with sanitizing gel, disposable gloves and basket with pedal cover, with a stop indication of use before accessing inside.

- The guest must ask for the keys at the reception;
- Use of the fitness room will be allowed for 1 or max 2 people at the same time, if they stay sharing the room and for a maximum of 60 minutes;
- The guest will be asked to arrive at the place already changed;
- Wipes and sanitizing gels will be available in the bathrooms and the fitness room, sanitizing sprays will be available for tools;
- The space and the tools will be cleaned and sanitized every time they are used by the guest and in any case whenever the customer requests it.

## **EXPURE SPA**

Opening: by appointment only.

- At the time of reopening the wellness center was sanitized (environments, objects, tools and equipment) with specific products for sanitization;
- We will ensure daily cleaning and sanitization several times a day and in any case whenever repeated use of the spaces by customers requires it;
- External guests will be subject to body temperature recording and measurement;
- We will send by e-mail a notice for access to the center with the related security measures, the customer can undergo aesthetic treatment only by prior telephone appointment, it being understood that in the last 14 days must not have suffered from cold, cough, difficulty breathing, muscle pain, headache and must not have been in contact with people with these symptoms in the last 14 days. Must not have been in contact with persons with COVID 19 in the last 14 days;

- We will place the guest's items in a plastic bag or, alternatively, on a washable surface in the cabin;
- The staff of the centre will invite the guest to clean his hands with the sanitizing gel;
- The appointments were fixed with a sufficient time to avoid gatherings and to allow the cleaning and sanitization of the treatment cabins;
- Digital payment systems, credit cards, Atms, etc. will be available to settle the bill (Sops will be disinfected after each operation);
- All linen is sanitized respecting the function of total reduction of the viral and bacteriological load.

## **MAINTENANCE**

- The air-conditioning systems have been switched off and cleaned, according to the indications provided by the producers and/or those in charge of maintenance;
- The outlets, ventilation grids and filters have been cleaned using clean microfiber cloths moistened with soap and water, and with 75% ethyl alcohol and subsequently dried;
- Working spaces, workstations and common areas have been sanitized;
- We checked the motors, fans and impulse generated in the areas;
- We have made sure that there are no leaks around the filter panels;
- We have made sure that the air flow specifications of the systems are met;
- We maintain a humidity level of 40-50% as we know that it affects the viability of the virus;
- We cleaned the heat exchanger and modified the timer to start the ventilation at the nominal speed of 1-2 hours before the time of use of the area and move to the lower speed of 2 hours after the time of use of the area;
- We have modified the set-point of CO2 on lower (400ppm) to ensure operation at nominal speed and increase air flow;
- We keep the exhaust ventilation systems of the guest bathrooms 24 hours a day, 7 days a week and we make sure that a reduced pressure is created;
- In meeting areas with a larger number of guests we will increase the entry air from the outside (by opening the windows/doors).

We have planned the introduction of a monthly filter cleaning register.

## **GUEST OPERATIONS**

### **RESERVATION DEPARTMENT**

All the information required for registration will be requested to the guest before his arrival, via pre-arrival letter, at the same time we will also send the information on the processing of personal data and all information related to the internal management of containment and prevention measures in the field of COVID 19.

### **RECEPTION/GUEST SERVICES/CONCIERGE**

- The key cards of the rooms were sanitized with a sanitizing spray and coded before the arrival of the guest. They will be replaced at each change of the host, the same applies to the key ring;
- We will give the concierge telephone number to the guest in case he needs further assistance;
- The guest will be reminded that the use of the lifts must be in compliance with the spacing measures and that inside the cabin they must be positioned at the opposite corners, for a maximum of 2 people at a time;
- The guest will be invited to reach their room, the reception staff will ensure the degree of satisfaction of the guest and if further assistance is needed via courtesy call on the mobile phone within 5 minutes.

### **RECEPTION CHECK-OUT**

- We will facilitate the use of fast/self check-out procedures, a type of preventive and intuitive service, if necessary, we will adapt and model the procedure to the needs of the guest;
- We will send the proforma account and credit card authorization in an envelope by letter or e-mail the evening before departure, asking for confirmation its completion and signature;

- The bill will be complete with all items clearly specified and verified for competence and amounts, followed by the credit card provided and the tax receipt will be sent by e-mail;
- If there are extras, we will use the pre-authorized amount during the check-in phase.

### **ARRIVAL/DEPARTURE PORTER**

Per la gestione dei bagagli e pacchi il personale addetto seguirà quanto indicato:

#### Arrival

- The personnel in charge will take the luggage and treat it using a specific spray sanitizer.

#### Departure

- The personnel in charge in case of storage will take the luggage and treat it using a specific sanitizing spray;
- On request, staff will enter the room to collect luggage.

### **DOORMAN ARRIVAL/DEPARTURE**

The parking of the car must be carried out by the guest, if it is not possible, before accessing the guest's car the parking attendant must aerate the passenger compartment and ensure that the air conditioning is off.

### **TRANSPORT/PICK-UP AND TRANSFER**

- Drivers will be equipped with masks, single-use gloves and sanitizing gel;
- The cars will be washed and disinfected with specific sanitizing products and magazines, water bottles, handkerchiefs and candies have been removed;
- On the vehicle, the seat next to the driver shall be left free;
- There will be a minimum distance of 1 metre between the driver and the passenger;
- In the rear seats, in order to respect the safety distances, no more than two passengers shall be carried, except in the case of passengers of the same family, while respecting the safety distance;
- The driver and passengers shall wear PPE;
- Plexiglass protective barriers have been installed in cars;
- The vehicle will be sanitized before and after each service.

### **MEETING/EVENTS MANAGEMENT**

#### **GENERAL MEASURES**

Within the areas intended for meetings and events, as in other common environments, it is mandatory to respect the measures of distance, these will be respected during access and outflow, and throughout the event itself. In contractual phase will be defined the modalities and logistics of the event, from the entrance of the guests until the end of the event.

The organizer of the event will be asked to read and countersign an internal rules of the structure and a summary of all the provisions established specifically for the performance of the event, which will be reverted in 3 stages:

- 1) before the start of the event - check with event referents of preparations, placements, guest lists and their numbers, inflow and outflow from the spaces used and check the paths with use of different doors for entry and exit, identification of the person who will carry out the activity of recording and detecting the body temperature of the guests.
- 2) at the start of the event - reconfirms that all the above mentioned steps have been verified, that all related activities have been carried out and that the whole is in accordance with the provisions of the contract. The assigned staff will have to verify that they have received from the contact person of the event a copy of the list of the guest register duly completed with the relative temperatures recorded.

- 3) at the end of the event - at the end of the event all internal rules have been respected.
- We will position the columns with the sanitizing gel, gloves and disposable basket with the pedal cover at the entrance of the spaces and near the reception desk prepared for the events;
  - The contact person of the event as indicated above will arrange a person to record and measure the temperature of the guests if not accommodated and note it on a special form with the following data name - surname - time of the survey - temperature - telephone contact, and will give it to our office duly filled events before the beginning of the event;
  - Strict prohibition of access where the body temperature in the readings is higher than 37,5 persons;
  - The times and modes of inflow and outflow will take place through a pre-established path, to guarantee the distance measures provided for both guests of the event and other guests of the structure and employees;
  - The arrangements within the spaces will be in order to ensure compliance with the measures of distance provided and based on the number of participants and the capacity of the spaces;
  - Clothes hangers and cloakroom services will not be available;
  - To allow the presentation without a mask, the podium shall be positioned at least two metres from any other person on the stage and from the first row;
  - In order to allow the guests to intervene without wearing the mask, the speakers sitting at the table shall be positioned at a minimum distance of 1.5 m. between one and the other;
  - We will avoid the use of ice cream microphones, mice, keyboards, touch screens, remote controls, etc. , if this is not possible, we will carry out the cleaning with a disinfectant between uses;
  - Environments will be ventilated during intervals between work sessions and sanitized at the end of each event.

#### **MEETING/EVENTS - F&B**

If there are any coffee breaks/lunch/dinner the service will be modulated according to the requests, the type of space used and the number of guests. To guarantee the distance measures provided to avoid any kind of gathering, will be performed an ad personam service also in the case of buffet menus, with drinks in transit or fixed stations with staff in charge of the service.

#### **PREPARATION AND SERVICE OF FOOD AND DRINK**

- Personnel have been equipped with personal protective equipment, protective visors, disposable masks, headphones, gloves;
- All surfaces and utensils in contact with food will be washed frequently and sanitized periodically;
- We have limited the number of employees in the same food preparation area at the same time.

#### **WASHING DISHES AND TABLECLOTHS**

All dishes and tablecloths are subjected to sanitizing washing with specific products, in line with the indications of the ISS (Istituto Superiore di Sanità) on epidemiological containment by COVID 19.

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#### **SERVICE RESTAURANT/BAR**

Time: from 07.00am to 11.00am Breakfast Sala Scilla

Time: from 09.30am to 07.30pm Beach Bar

Time: from 07.30pm to 11.30pm Dinner Fusion

Time: from 07.00am to 11.30pm Room Service

At the entrance to the areas for the service of food and drinks (breakfast room, bar, restaurant room, etc.), as in other common areas it is always mandatory to respect the measures of distance.

- At the entrance we have made available to guests a column with sanitizing gel with basket with pedal cover, with firm indication of use before entering the restaurant/ bar;
- The tables have been positioned so that guests are more than one meter apart, the arrangement of the seats at the table will be a guarantee of compliance with the spacing measures;
- Knighthoods with QR Tails for menu, wine list and bar menu will be available at the tables;
- Room attendants, who are in direct contact with food, must wear single-use gloves and masks and must wash or sanitise their hands frequently with sanitising gel;
- Tablecloths shall be replaced at each guest change and the entire surface of the table and chairs shall be sanitized after each service;
- To settle the bill, facilitate the use of digital payment systems such as credit cards, Atms, etc., (Sops will be disinfected after each operation).

### **BEACH BAR SERVICE**

Time: from 09.30am to 07.30pm

- We reorganized the spaces, the tables are arranged so that the distance between the backrest of a chair and the same of another is more than one meter (except for families or people sharing the same room);
- We provide table service with QR Code for the menu;
- The service at the counter will be performed by inviting the guest to maintain the distance provided for the standard and with the protection devices indicated;
- We will invite guests to book the table to avoid gatherings;
- Daily cleaning shall be carried out in accordance with the company's usual rigour, using appropriate detergents;
- It is possible, the evening before or the morning, to book the table indicating the time;
- Items used for a service (seasoning products, single-dose sugar bowl, etc.) cannot be made available to new guests without adequate sanitation.

### **SERVICE IN THE BREAKFAST ROOM**

Breakfast tome: from 7.00am to 11.00am

- The breakfast buffet is replaced by a breakfast served at the table by the dining room staff;
- Mise-en-place available on each table:
  - o packages of honey;
  - o jams and nutella;
  - o rusks;
  - o sugar;
  - o Breakfast menu, washable plasticized;
  - o single-use condiments, additional condiments are available on request and will be administered exclusively at the table by the appropriate staff;
- The tables have been positioned so that guests are more than one meter apart, the arrangement of the seats at the table will be a guarantee of compliance with the spacing measures;
- the room is ventilated at the end of the service and sanitized;
- At the entrance of the breakfast room there is a room staff that reminds guests to use the hand sanitizer gel, present at the entrance;
- The waiter will offer coffee/tea, orange juice, butter, a selection of bread and a bottle of water within one minute from the table;
- It is possible to book in advance a table for breakfast indicating a time by tie breakfast that will be available in the rooms or communicating directly to the reception;
- Guests can choose from 7 types of breakfast:
  - o English;
  - o Continental;

- Italian;
- Local cuisine;
- Cereals and Yogurt;
- Proteic;
- Kids.
- Items used for a service (basket of bread, seasoning products, single-dose sugar bowl, etc.) cannot be made available to new guests without adequate sanitation.

### **BOX - BREAKFAST**

- Available on request;
- We have provided for take-away foods in accordance with the current health regulations, which will be prepared and packaged in suitable single-use containers;
- Food and drinks in the box breakfast:
  - 1 bottle of water 0,5 l.;
  - 1 Fruit juice;
  - 1 Yogurt to drink;
  - 1 Fresh fruit to be cut;
  - 2 muffins;
  - 1 Coffe or Tea;
  - 1 Disposable cutlery and napkin kit.

### **IN ROOM DINING/ROOM SERVICE**

Room service delivery is free of charge. In each room there will be a rider with the QR Code to access the room service card and you can order by phone.

- The food to be service by room service will be transferred to the floor on trays or by trolleys with closed containers or with a special lid;
- We will present the bill in folder sanitized.

### **BEACH SERVICE**

- We have reorganized the spaces, the umbrellas and the deckchairs are arranged so that the distance between an umbrella and the other one is over 3,5 m., the deckchairs must have a distance not less than one meter and a half;
- We will invite guests to book the umbrella to avoid gatherings;
- Daily cleaning shall be carried out in accordance with the company's usual rigour, using appropriate detergents;
- Each time all equipment is sanitized before being handed over to another guest;
- Guests will be accompanied to the umbrella and the Lifeguard that will help the guest to sit will present the menu of the Bar/ restaurant inviting the guest to order and consume directly at the station.