

## ***Information letter to customers on the measures taken by the Grand Hotel Baglioni to prevent the spread of COVID19 - Version updated on 11 June 2020***

At Grand Hotel Baglioni we care deeply about the well-being, health, safety and protection of our guests, employees and business partners.

We have further stepped up our efforts to offer you a quiet stay, following the latest government guidelines: in order to implement the specific health prevention provisions, we have put in place an action plan that also includes the sanitising of environments, prevention of contagion, training and protection of staff that looks after you. All staff have been made aware of how to apply and monitor the implementation of new protocols.

In order to prioritise the protection of our guests and collaborators and to adapt to the specific regulations in force, some services may be affected by temporary changes with respect to services offered on the website.

We are constantly monitoring changes in recommendations and guidelines to provide you with the best possible service and for this reason, some of the information provided here may change.

### **Hygiene and cleanliness**

At the Grand Hotel Baglioni cleanliness and hygiene have always been our top priority, but during this period we have adopted new and improved specific measures for preventing coronavirus.

We use new products and hygiene devices and we have adopted special operating procedures for cleaning both private as well as shared and service areas, so that we can offer you environments which are not only cleaner but also sanitised.

We have increased the frequency of housekeeping rounds, specially in shared areas and in high-contact points (e.g. bathrooms, counter tops, hallways, handles, equipment)

We have provided hand disinfection points, reduced the number of people indoors, spaced out seats, created routes that minimise the possibility of queues and gatherings

Should any unforeseen events arise, telephone numbers and contact details of local medical centres are available at the Hotel's reception desk.

We monitor any signs and symptoms of Covid-19 experienced by our employees and suppliers on a daily basis.

While we await to fully resume our normal activities, we would like to provide you with some practical information.

### **Bookings**

We ask that you inform us of any requests and needs you may foresee during the booking process so as to understand them clearly and make any necessary arrangements as soon as possible prior to your arrival, thus reducing the waiting and contact time in the reception area.

Following confirmation of your booking, we ask that you provide us with a mobile phone number in the event we need to contact you urgently; we also ask that you provide us in advance with an identity document number for all occupants of the room and apartment, in order to improve the check-in process and other services.

### **General information**

We ask all our Guests to follow the rules of a minimum distance of one metre with people who do not share your room and to always wear a protective face covering indoors or outdoors when this distance cannot be maintained.

There are plenty of hand sanitisation gel dispenser points at the disposal of all guests.

In order to reduce contact through cash handling, we ask you to please pay using contactless payment systems (room charge, electronic contactless or "smart" credit cards).

### **Arrival, reception, check-in, check-out**

Conditions for accessing the premises and body temperature checks: upon your arrival a check will be performed to read your temperature and blood oxygen levels and you will be asked some questions; information and answers provided will not be transcribed or stored. In the event of temperatures above 37.5° and/or symptoms or conditions due to possible Covid-19 infection, unfortunately we will not be able to allow access to the premises. We therefore ask you to only travel if you are in good health.

Check In: upon your arrival we would like to be able to greet you more warmly but this year, it will not be possible to do so and indeed we are forced to ask you to keep contact time at the reception desk to a minimum. Only one member of your group should come to the reception desk. It would be useful to prepare well ahead of time the identity documents of all members of your group and documentation related to your booking, as you will help us reduce check-in times and access your room quicker. We ask you to please prioritise contactless payment forms that reduce cash handling.

Information request: if you need to ask us information or make any suggestions during your stay, we will be happy to assist you, but please make any requests by telephone rather than directly at the reception desk. Nonetheless, we will double our efforts to assist you with any requests that you may have.

Departure and check-out: as for the check in, we ask you to please plan your departure with sufficient time, requesting in advance information on the account balance, any shuttle requests and anything else that may be necessary.

### **Lifts**

Lifts are sanitised at least twice a day. Lifts may only be used where it is possible to comply with social distancing otherwise the use of masks is mandatory. Social distancing may be waived in the case of persons who are part of the same household or who share a room. We recommend using stairs whenever possible to minimise risk exposure in closed and unventilated environments.

### **Breakfast**

Breakfast for room occupants will be served at the breakfast tables in our B-Roof restaurant or to your room if you prefer.

### **Room cleaning measures**

Rooms will be thoroughly cleaned and sanitised with specific virucidal disinfectants prior to your check-in.

During your stay, rooms will be thoroughly ventilated and cleaned; for precautionary reasons, please do not stay in your room when it is being cleaned by our staff.

### **Minibar**

Refrigerators, cleaned and sanitised prior to your arrival, will be restocked daily.

### **B-Roof restaurant**

In our Restaurant, located on the fifth floor, on the terrace overlooking the whole of Florence, our Guests may taste the selection of local wines and typical dishes both for an aperitif and dinner. Please book them in advance.

Guests will be shown to their table where they will find a menu in digital format that will allow them to reduce contact with it as much as possible. In order to ensure social distancing, the number of people allowed inside rooms and on the outdoor terraces has been reduced. Customers must wear a mask to move around the shared areas and will only be able to take it off when seated at the table. Tables will be set up as soon as customer take their seats, to then arrange cutlery, dishes and glasses

half-full on a tray.

In order to avoid the formation of groups, drinks at the bar will be limited as much as possible. Room service will be active in full compliance with the rules.

### **Meeting rooms**

Within the areas destined for meetings, conferences and events it is mandatory to always comply with social distancing rules. Social distancing measures must also be complied with during access and when exiting a meeting room. In order to carry out a presentation without mask, the podium is placed at a distance of at least two metres from any other person on stage and from the first row. Rooms will be ventilated during the intervals between work sessions and sanitised after each event. Seats shall be allocated to each individual participant.

*This information sheet is a short summary of the Covid-19 protocol drawn up by our company which provides more in-depth information.*