

EVERYTHING IS SAFER AND EASIER IF WE DO IT TOGETHER!

CORRECT AND SAFE BEHAVIOUR RULES FOR GUESTS

Dear Guests, enjoying a serene and safe holiday now is much easier than you might think, provided we all co-operate. All the Ermitage guests are required to follow some simple safety rules in their interactions with the staff and the other guests:

Self-certification and Informed Consent:

Before your arrival at the Hotel, the staff shall contact you to check that you have no symptoms suggesting a contagious pathology and that you are not subject to quarantine restrictions. Once arrived, you shall be asked to sign a statement and to accept to comply with the following rules during your stay.

Social Distancing:

- Stay at least two metres from other guests who are not staying in the same room as you.
- Approach our staff without fear, however, for requests for information or payments at the Hotel, Treatment Areas and Bar desks, please use the contact areas equipped with clear barriers.

Personal Hygiene

Keep your hands clean by washing them thoroughly and often with soap and water and always avail yourselves of the sanitising gel dispensers distributed throughout the hotel and spa. Avoid touching your face, eyes, nose, and mouth with your hands.

Personal Protective Equipment

- To enter the treatment areas, at the reception desk, while waiting and during the treatments, always wear the mask provided to you.
- Use the mask also where it is not compulsory to do so ... you never know.
- In the swimming pool, restaurant and bar you can remove the mask, but maintain the safety distance at the entrance and seat at a table, waiting for service. The buffet will come to you, so relax and enjoy.

Using and Changing your PPE

- Every guest shall be issued two face masks per week, which can be replaced if they break. Broken and used face masks should not be left lying around, place them back in their bag and leave them at the Hotel and treatment area reception desks for disposal.
- When you remove the face mask in the swimming pool or restaurant, put it back in its bag and place it in your bag or pocket. Never put them on tables, chairs and other surfaces.

Health Status:

If you have one of the following symptoms: *Cough, Conjunctivitis, Body temperature >37.5°C (you can take your own temperature at the hotel entrance), Nasal congestion, Headache, Diarrhoea, Weakness, New loss of taste or smell, Breathing difficulties* You must:

- Separate yourself from other people immediately by keeping to your room
- Stop any spa or wellness treatment
- Immediately notify the hotel reception desk

The in-house medical and nursing staff shall provide prompt help.

Our staff is with you at all times, to help and protect you. Ermitage invested a lot in your safety. On the back of this sheet you will find a list of all we did. However, remember that a lack of collaboration on your part or behaviours that may endanger the health of the other guests and staff shall not be tolerated.

Failing to comply with the simple safety rules mentioned above means a breach of the Italian Laws passed on this matter; any offenders will then immediately be reported to the relevant authorities.

A NEW QUALITY OF SERVICE THAT TAKES YOUR SAFETY INTO ACCOUNT!

SAFETY PROCEDURES NOTICE FOR GUESTS

In order to keep you safe we have changed some of our services and designed new ones, and we have temporarily modified our business policies as well. We are sure that, with your co-operation, we shall be able to offer a health holiday that is safer and does not require you to give up anything.

Business Policies

In order to:

- Ensure maximum quality services
- Promote the correct operation of all our processes
- Offer a serene and safe holiday to all our guests

Ermitage decided to halve its guest capacity

This shall be implemented from 4th May 2020 to 4th July 2020 and shall include all hotel, health and wellness services, as well as any transport services offered in conjunction with all our activities. The mentioned period can be extended if necessary, at the discretion of the management. In case of overbooking, bookings shall be confirmed on a first come, first served basis.

A LOT OF PERSONAL TOUCHES. A MORE CUSTOMISED SERVICE AND LOTS AND LOTS OF SPACE FOR YOU!

HOW YOUR HOLIDAY SHALL CHANGE

Before arrival:

- The Hotel staff shall contact you to check that you have no symptoms suggesting a contagious pathology and that you are not subject to quarantine restrictions.

Upon arrival:

- Let our porter deal with your luggage and keep a safety distance of 2 metres. While waiting read the sign placed in the hall to familiarise with our instructions.
- A small area of the reception desk, reserved for check-in procedures, has been partitioned off with clear barriers. Use this area to approach our staff members safely, you will find a hand sanitising gel dispenser there: we encourage you to use it!
- Besides the usual check in procedures, you shall also receive a short information notice and will be asked to sign an informed consent form and an internal regulation acceptance form; you shall also be issued a set of face masks that you are required to wear during your stay.

A sanitised and safe room:

- Your room shall have been cleaned scrupulously, as usual, by our floor cleaning staff, and shall have been additionally thoroughly sanitised using a professional bio-ozonation system. You shall therefore have a safe room, to be used exclusively by you. Our staff members shall access it only while wearing a face mask and clean gloves.

In the Treatment Area:

- The rules to be followed shall be written, in several languages, on signs placed in the treatment areas.
- During your first medical examination prior to access to the treatments, the medical staff shall check for contraindications to the therapies, suggest the most appropriate therapy for each guest and check for suspicious symptoms by taking the guest's temperature with a contactless scanner.
- Guests shall be issued simple surgical masks. For your safety, physicians, therapists and other medical staff shall always wear FFP2 face masks.

- The treatment areas, booths and waiting rooms shall be cleaned and sanitised with professional ozonation systems every day, during the closing hours.
- Health clubs, Wellness centre and Medical Surgeries are serviced by an air sanitation system that works actively and continuously, including in the presence of guests.
- All health, spa and wellness treatments, including inhalation therapies, are carried out exclusively on a one-on-one basis in the treatment booths. The sauna must be used by a single person at a time, or by one person accompanied by a roommate.

Swimming Pools and Sauna

- The temperature of the thermal water used in our swimming pools and the usual filtering and chlorination and disinfection processes adopted makes the swimming pool a safe place. The sauna, too, can be considered a safe place, thanks to temperatures in excess of 65° C. It is still important to access these places one at a time and to comply with the safety distances, when bathing and during the Aqua Gym courses. Our staff members shall be on site to supervise and advise.

Kitchen, Bar and Restaurant

- All the staff members who deal with foodstuffs are required to wear gloves and FFP2 masks when working. Food is preserved and stored in ozone-saturated rooms and are cooked and/or chilled; when fresh product are used, they are always washed with food-safe disinfectants.
- All meals, including breakfast, are served from a trolley. Only the waiters shall be authorised to handle the food. Let waiter come to your table ad serve you.
- We do not wish to forgo any convivial occasions, such as musical evenings, welcome drinks, wine tastings; they shall still be available, just join us and relax, enjoy your holiday and let us come to you!
- The restaurant is sanitised every day with professional ozonation systems, during closing hours. Please be punctual for meals, to facilitate our cleaning and sanitation efforts.

In the Common Spaces

- Weather conditions permitting, we shall hold our socialisation activities, meals and sports activities outdoors, in our wonderful gardens and open air areas.
- Furniture, deck chairs, tables and chairs around the indoors and outdoors pools, in the therapy waiting rooms, in the large common rooms and in the outdoor areas have already been positioned to promote privacy and the correct social distancing.

THE MAGGIA FAMILY AND ALL OUR COLLABORATORS WISH YOU GOOD HEALTH AND A HAPPY HOLIDAY

