

HYGIENE AND SAFETY PROCEDURES

Below you will find important information for a safe stay. We kindly ask to read the document carefully. All these precautions have been adopted to protect the safety of our guests and employees.

Safety distance

We kindly ask you to respect the safety distance of 1 meter from other people in all common areas, except for people who are part of the same family or who share a room.

To ask information to the departments and outlets you can approach the contact areas always maintaining the safety distance of 1 meter from employees and wearing a face mask to get in contact with them. These will be equipped with safety devices as required by regulations.

At the Front Desk, a line on the floor will delimit the maximum space to which the guest can approach the desk and there will be information signs on the behavior to adopt.

The use of elevators is allowed exclusively by wearing a face mask. The elevator can be used by one person at the time, this rule can be waived in the case of people who are part of the same family or who share a room, always by wearing a face mask.

Personal Hygiene

We kindly ask you to maintain a perfect hand hygiene by often washing them with water and soap and to avoid touching your eyes, nose and mouth. In all common areas you will find hand sanitizer dispensers.

Safety devices

The use of a face mask is requested for our guests in all common areas of the hotel.

At the Bar, Bistrot and Restaurant the use of a face mask is not requested, but it is mandatory to keep safety distance from other guests and employees.

When removing the mask, please never place it on tables or chairs, but put it in your own bag or pocket. Please do not abandon used masks or tissues, but through them away in the appropriate containers located in the common areas of the hotel. This will allow a correct and safe waste disposal.

Reception

In order to avoid gatherings and to reduce the time spent in the reception area, guests will be asked to:

- send to the hotel before arrival all information required together with copy of ID, this to be exhibited upon arrival;
- keep the keys for the duration of the stay;
- favor payments with contactless systems.

The evening before departure the hotel will issue a proforma invoice to be delivered to the guest to have the opportunity to check it and to avoid further contacts with the front desk upon check-out.

The room keys together with the keychains will be sanitized upon every check-out.

For the baggage handling disposable gloves are required for the hotel staff.

In case of multiple reservations (groups, families, etc.) the group leader or the head of the family will be invited to act alone through the check-in procedure and for all other needs at the reception. In this case the delivery of the rooming list must be received within the day before arrival. The keys, together with luggage tags, will be given to the group leader or to the head of the family who will distribute them to the guests.

Guest transportation with the shuttle is subject to keeping the safety distance and to the simultaneous use of a face mask, as well as disinfection of the hands before access or the use of gloves. The driver will wear a mask and an appropriate replacement of gloves or will have the sanitizing gel available. Care will be taken to maintain adequate air exchange. The use of air conditioning is not allowed.

Housekeeping

The cleaning and disinfection of the rooms will be carried out by a single person in order to avoid exposure. If necessary, two people can operate, for example in the case of handling furniture or other heavy objects. The staff in charge of cleaning and refurbishing the rooms and cleaning the halls and common areas is equipped with individual protection devices necessary for the proper performance of the work entrusted to them.

The rooms, common areas and furniture will be properly ventilated, cleaned and sanitized with products and methods consistent with the law.

The minibar has been reduced, but it is present and active, upon every check-out the packaging together with the minibar will be sanitized.

The coffee/tea facilities tray will be checked, sanitized and refurbished. Glasses and cups will be changed upon every check-out even if these have not been used.

Unnecessary ornaments and refurbishing such as rugs, pillows, runners and other elements that do not support daily cleaning have been removed.

In the common areas (corridors, stairs, lobby, lounges, etc.) all the elements that come into repeated contact with guests, such as handles, grab bars, push-button panels etc. are cleaned at regular intervals.

Bar, Bistrot and Restaurant

Specific indications concerning good behavior and hygiene will be provided at the entrance of the areas intended for the administration of food and drinks.

Service of administration of drinks and food will be carried out at the table by personnel equipped with safety devices.

You are required to wait for staff instructions before sitting down at the table. A table will be assigned to each room or family unit for the duration of the stay.

Tables will be placed at a distance of two meters from each other so that the distance of one meter between the seated guests is respected.

At each service, all objects, linens and surfaces in the room including the floor will be cleaned and disinfected and / or replaced.

Room Service

Foods and drinks administered through room service will be transferred to the room in special packages. The staff will avoid, as far as possible, access to the rooms, or if necessary, will minimize the stay and contact time.

Take Away

In the event of a request for takeaway food, this, will be prepared according to current health and hygiene standards and will be delivered to guests in suitable disposable containers.

SPA

All SPA facilities except for the Turkish Hammam are available to guests upon reservation and for a limited time: 50 minutes for the sauna and relaxation area, 20 minutes for the Vitality Pool, 60 minutes for the pool and 60 minutes for the gym. It is advisable to make a reservation when confirming the stay.

Entrance to the SPA is also allowed to external guests. For information and availability, please send an email to spa@faloriasparesort.com.



We will continue to monitor and evolve solutions to ensure a continuous improvement of our precautionary procedures to safeguard the health and safety of employees, guests and partners. For any doubts or additional information, the Faloria Mountain Spa Resort Team is always available.

We are ready to Welcome you!

Wishing you a pleasant stay
The Management