



HYGIENE & SAFETY FIRST

Cavallino Bianco against COVID-19

Our greatest commitment is to **make sure you enjoy a well-deserved summer holiday in total safety and tranquillity.**

Each member of the staff needs to make a Covid test every week and every guest is asked to show a valid Green Pass at the check-in. Children from 6 to 12 years will be asked to make a non-invasive and painless test inside the hotel, if they do not show the PCR test/Antigenic test with a negative result issued within the last 48 hours.

Moreover, inside the hotel there is a doctor every morning from Monday to Friday. You can book an appointment to get a test to make or renew the Green Pass.

General safety precautions

- The entire hotel complex is **reserved exclusively** for booked hotel guests and customers.
- **Body temperature readings** are taken by **thermal cameras** at all entrances to the hotel every time a guest or employee enters.
- **Continuous body temperature readings** taken by automatic **thermal cameras** inside the hotel, e.g. at the entrance to the children's area, restaurants and the bedroom area.
- **Mandatory use of protective masks** (covering mouth/nose) **for guests starting from school age**, in- & outdoor, in rest as in motion, subject to exceptions see below.
- **All employees on duty always wear protective masks** and gloves where applicable.
- **Protective masks** and **disposable gloves** are provided by the hotel.
- Over **60 hand disinfection stations** located in all areas of the hotel, e.g. at all external entrances, entrances to common areas, in front of lifts, at info touchscreens, in front of the wellness area, etc.
- **Lifts** may only be used **when wearing protective masks** and **after disinfecting hands**.
- **All the detergents** and **disinfectants** used have a **certified antibacterial and antiviral effect** and are produced by the company Hagleitner (www.hagleitner.com). More information can be found in the leaflet available at Reception.
- **Regularly maintained sanitising ventilation systems** are used for constant air exchange with a 100% fresh air supply – **NB no air recirculation!**
- Continuous **employee training** to ensure that all prevention measures are complied with and rigorously applied.



Cleaning and disinfection of common areas

- Repeated **daily sanitisation** of all common areas.
- Repeated **daily disinfection** of all **key high-touch areas** (handrails, lift buttons, info touchscreens, door handles, pool and relaxation loungers, chairs, fitness equipment, etc.).
- Constant **ozone purification** of common areas.
- Continuous **microbiological testing** of various surfaces to ensure they are sterile.

Cleaning and disinfection of rooms

- Special **deep cleaning, disinfection and ozone purification** of all rooms prior to guest arrival.
- **Daily room cleaning** in accordance with the **latest hygiene protocols**.
- **New cleaning equipment** used for each room (single-purpose cloths, gloves and fresh water).
- Fixed **disinfectant dispenser available in each room**.
- **Forced ventilation** system in rooms (where present) with 100% fresh air supply – **NB no air recirculation!**
- All **bed linen is washed and disinfected** by the external professional laundry service Lavarent (www.lavarent.com) according to **certified procedures**.
- **Cleaning staff wear both protective masks** (covering mouth/nose) and **protective gloves**.

Lino-Land children's area

- **Childcare** in compliance with the regulation regarding distancing and covering of nose and mouth.
- **Disinfection** of all **play equipment and toys** after each activity.
- Regular repeated **sanitisation of toys** using the **PlayWash washing machine, specially developed for this purpose**.
- **Ionising air filters** used in the ventilation system for the children's area to clean, **eliminate bacteria and disinfect the air**.
- **Childcare staff wear protective masks** (covering mouth/nose) at all times, plus disposable protective gloves where necessary.

Wellness, swimming pools, saunas, beauty and fitness facilities

- The **mask obligation does not apply during the stay at the own lounges**, in- & outdoor within the own family unit, as well as during **swimming and workout** while respecting the safety distance of 1 meter to strangers
- The **water in our swimming pools is treated** through regularly backwashed filters and with the legally required fresh water supply, as well as through automatic dosing pumps; continuous monitoring and



electronic logging of the expected value of both active and combined free chlorine and the pH (free active chlorine value increased to 1.2 ppm with a pH of 7.20).

- **UVC filters** used in the filtering systems of all our swimming pools to **kill all bacteria and viruses in the water.**
- **Guaranteed minimum** of at least 1 meter between **loungers** as prescribed, both in internal areas (indoor swimming pools and relaxation areas) and outdoor sunbathing areas.
- Use of the **Sauna cabins in compliance with the distancing of 2 metres** excluded within the own family unit.
- **Body temperature checks** on all guests and staff before each treatment at the Beauty centre and access to fitness rooms
- **Hand disinfection** by all guests and staff before each treatment at the Beauty centre.
- **Constant disinfection** and required distancing (1 meter) for all **fitness equipment.**
- **Outdoor fitness area** including equipment spaced per regulations.
- **All staff on the Beauty team wear the prescribed safety equipment** (Protective visor, protective masks covering the mouth/nose and disposable gloves).

Kitchen, restaurant and bar

- **The mask obligation does not apply during the stay at the own table** within the own family unit, as well as at the **Bar and in the Smoking-Lounge**, in compliance with the safety distance of 1 meter to strangers and only for the time of consumption or cigarette.
- **All food goods received and stored and all dishes prepared** in full compliance with the latest **HACCP guidelines.**
- **Disinfection of vegetables and fruit served raw**, both upon delivery and before serving.
- **Hygienic handling** of all dishes **guaranteed** both at our buffets and during show cooking, as well as frequent replacement of food handling utensils.
- **Buffets with glass shields.**
- **Access to buffets only with a protective mask** covering mouth/nose and **prior hand disinfection.**
- **Guarantee of the minimum prescribed distancing** of the guests seated at the table towards the people of the nearby tables (1.0 meter), both in the **Dining Rooms** and at the **Bar.**
- **Service and consumption** at the bar counter **with the observance of the prescribed distance.**
- All tablecloths are **washed and disinfected** by the professional external laundry service Lavarent (www.lavarent.com), following **certified procedures.**
- **Protective masks** (covering the mouth/nose) and **disposable gloves** worn during all **food processing and preparation** processes, as well as the addition of a visor during **service.**

The measures listed are updated on 03.08.2021 and subject to changes relating to subsequent regulatory updates