



## HYGIENE & SAFETY FIRST

# Cavallino Bianco against COVID-19

**Safety** has been a **top priority** for “Cavallino Bianco” for many years.

This is why we have **always applied very strict** hygiene measures  
to **prevent infectious diseases**.

These measures have now been further **strengthened and supplemented** to **protect** against **COVID-19**.

### 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](http://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](http://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](http://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 14.08.2020 and subject to changes relating to subsequent regulatory updates**