

B&B La Casa Rossa
SAFE HOSPITALITY SECURITY PROTOCOL



Ci prendiamo cura della tua salute.
We take care of your health.

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THE SECURITY PROTOCOL

Thanks to the new safety protocol followed by the B&B La Casa Rossa, we want to offer you the usual experience, making you feel safe in enjoying your precious moments of vacation and relaxation in total tranquility and health. Our and our guests' well-being and health are fundamental aspects, so the hygiene and cleanliness of every space in our B&B has always been very important.

From today, these usual precautions merge with special anti-contagion measures, giving life to the new “Safe Welcome” B&B La Casa Rossa Security Protocol.

The goal is to effectively prevent and manage any cases and mitigate the Covid-19 impact within the facility. In particular:

- You will find disinfectant gel dispensers at your disposal that we ask you to use as often as possible but above all every time you enter the facility.
- everyone will wear a mask whenever they have contact with you and in particular during the reception phase, during the breakfast service and room cleaning.
- Air exchange procedures are guaranteed.

- We have increased the frequency of cleaning and sanitizing of all contact points (doors, windows, switches...).
- You will find indications and visual signs to understand in a clear and simple way all the indications to keep in mind.
- The use of the mask is required in all internal common areas if there are people not belonging to your family unit.

OUTDOOR SPACES

Our large garden and proximity to the lakefront and the Campo dei Fiori Park is the ideal place to enjoy a carefree holiday in absolute safety. From the B&B La Casa Rossa you can experience the freedom and beauty typical of our territory.

- Thanks to the garden of almost 1000 square meters you can enjoy relaxing in complete freedom and privacy.
- Weather permitting, breakfast can be served outside enjoying fresh air and mountain views.

BEFORE BOOKING

Before embarking on the journey, all guests are strongly advised to visit the website of the Ministry of Health (www.salute.gov.it/viaggiatori) where they can find entry measures to be followed to enter Italy and all useful information and operational indications on the measures that must be respected in Italy for the protection of all.

DURING RESERVATION

During reservation, the guest is aware of the fact that **ENTRY INTO THE STRUCTURE WILL NOT BE ALLOWED:**

- In the event that it is positive for Covid-19 or is in a period of enforced quarantine;
- in the event that in the last 14 days he has had contact with subjects who tested positive for Covid-19 or comes from areas at risk according to the indications of the WHO;
- if (at check-in) he has a temperature (over 37.5 ° C) or other flu symptoms.

In addition, the guest:

- after entering the facility, in the event of the onset of such symptoms, he must promptly inform the company manager, taking care to remain at an adequate distance from the people present, and notify his family doctor and health authority.
- By entering the facility, he undertakes to comply with all the provisions of the Authorities and company rules, and in particular to keep social distances, wear a face mask when necessary and observe the rules of hand hygiene and correct hygiene behavior.
- In the common area, guests will be able to consult a small plasticized and daily sanitized handbook which briefly reports the symptoms to which they must pay attention.

RECEPTION and CHECK-IN:

Upon arrival, for the common interest and health, before entering the facility, body temperature will be measured and each guest will have to fill in a Covid self-certification form (attached to download or that will be delivered upon arrival or sent electronically to the customer).

Silvia or the person in charge of welcoming the guest will be equipped with personal protective equipment (mask and gloves if necessary) in addition:

- All necessary precautions, including physical ones, will be taken to ensure minimum distances
- Guests will be informed about the facility's policy in terms of prevention and will be encouraged to follow the rules of conduct recommended by the ministry of health:
 - A. wash your hands often with soap and water or alcohol-based substances.
 - B. Avoid touching your nose and mouth.
 - C. Disinfect after exchanging items such as money, credit cards.
 - D. Refrain from hugging, kissing or shaking hands
 - E. Maintain a distance of at least 1 m (3 feet) and avoid anyone who sneezes or coughs
 - F. cover your mouth and nose with a disposable handkerchief or, if you don't have one, with a bent elbow when sneezing.

- G. Throw gloves, masks and other protective equipment used by guests in the appropriate bin indicated by the sign.
- H. in case of fever or flu-like symptoms guests have to inform the manager immediately.

Everything written above is remembered with special signs, translated into several languages, posted in each room and in the common area.

Documents will be required to immediately notify the public security authorities in order to facilitate the identification of people who are exempt from the limitations of travel aimed at containing the risk of contagion.

Before returning, the documents will be sanitized.

- The keys given to the guest will be cleaned and sanitized at each change of guest.
- To encourage good anti-contagion practices, it is preferable to pay by bank transfer in the days prior to arrival.

WELCOME KIT: At the entrance, if needed, will be available

- Disposable Gloves
- Disinfectant Gel
- In the event that the customer does not have his own mask, it will be provided at a cost of 2 euros

BREAKFAST SERVICE

- Guests (belonging to different family groups) will be invited to have breakfast in alternate groups having a maximum of 4 people for 10 square meters
- Guests will be asked to disinfect their hands with a special disinfectant gel, before entering the buffet or breakfast table.
- Between one group of guests and another (not belonging to the same family group) the cutlery used at the buffet will be disinfected.

ROOMS CLEANING

Cleanliness and hygiene has always been a priority for our Bed and Breakfast, so we will continue to scrupulously follow all our procedures well specified in the self-control manual.

We have always supported and used pure bleach as a product to disinfect bathrooms. In any case, all the other products used have a surgical medical device and disinfectant function.

The sanitation of the environment is the activity that concerns the set of procedures and operations designed to make a certain environment healthy through interventions of:

- A. CLEANSING - with suitable products
- B. And subsequent DISINFECTION or with sodium hypochlorite diluted to 0.1% or with ethyl alcohol at 70% - we carry out it with pure bleach diluted in water + nebulization of “Loctite spray” , focusing mainly on fabrics and curtains.

For ecological reasons, Disposable cloths will not be used, but each room / bathroom will have its own cloths / rags which will then be washed at over 60 ° once cleaning is finished.

- Each room is sanitized with specific instruments and products.
- The bed is equipped with sheets and a duvet cover; blankets are not used.

LET'S GO IN MORE DETAILS....

CLEANING ROOMS DETAIL:

After wearing personal protective equipment (gloves and face mask) we enter in the room when the guest is not in and:

1. If the guest has not already opened the window we will provide in order to guarantee Air exchange and ventilation of the room.
2. The cleaning of the room and of the environment available to the guest will be carried out in different ways depending on whether it is already occupied by a guest (stop) or whether it is intended to welcome a new guest (departure). In the case of departure, the attention to sanitizing the bed will be greater.
3. Cleaning will cover all surfaces that have come into contact with the guest such as bedside tables, desks, chairs, tables, any furnishings, air conditioner remote controls, cabinet handles, curtains, etc ... Everything is cleaned with water and detergent and then sanitized with sodium hypochlorite 3.5% diluted in water or with a disinfectant solution based on 96% ethyl alcohol, hydrogen peroxide and glycerin.
4. The floor will be cleaned in 3 phases: 1) cleaning with a “Kobold” vacuum cleaner equipped with an EPA filter that allows the vacuum cleaner to become a real air filter (see the vacuum cleaner information) 2) washing with a “Kobold” cleaner 3) Washing with water and bleach or “Amuchina”.

BED AND BATH LINEN WASHING

Pre-washed with bleach + 60% wash with detergent + ace gentile + Bio Form Plus laundry disinfectant.

TECHNICAL AND MAINTENANCE SERVICES

- Dishwasher - high temperature for washing dishes and crockery used for breakfast
- Washing machine and laundry - the washing machine will be constantly cleaned and disinfected. The laundry will be washed at a minimum temperature of 60 ° and the detergents / additives used have a disinfectant and medical-surgical function.

AIR CONDITIONING

Although COVID-19 is not transmitted by air but from person to person through small droplets from the nose and mouth when an infected person coughs or exhales, B&B La Casa Rossa has always been careful in monitoring the conditions of the filters and maintaining the correct rate of internal air replacement. The filters are sanitized 2 or more times a year (according to use and need) following the procedures indicated in the self-control manual.

COVID GUESTS INFORMATION

At the entrance it is reported:

1. a sign that summarizes the rules of safe hospitality translated into English.
2. An A3 format sign that contains all the rules and actions to contain the risk of transmission of Sars-Cov2
3. Information on measures to oppose and contain the spread.

In addition, in each room there is a sign showing the instructions translated into 5 foreign languages.

SWIMMING POOL AND GARDEN

For the arrangement of pool loungers, please respect the minimum distance of two meters from customers who do not belong to your family or travel friends.

I am at your complete disposal to answer all your questions on all aspects concerning the security protocol we have adopted

Silvia

B&B La Casa Rossa