

# Covid 19 – Useful information

## Introduction

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Following the guidelines and directives of international, national and local health authorities and trade associations, we developed hospitality protocols that will allow you and your family to enjoy a carefree holiday. The measures we have designed are agile and can be quickly modified according to the evolution of the epidemiological scenario.

## General guidelines

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Some services may be suspended, reduced or restricted to comply with legal requirements and guidelines of official health organizations due to the covid-19 emergency.

We have prepared signs with indications in Italian and English so that you are always informed about the main rules to follow (interpersonal distancing, frequent hand washing, use of the mask).

We ask you to observe social distancing of at least one metre in all common areas, unless they are people in your household. The use of the mask is mandatory in indoor common areas, and outdoors when it is not possible to maintain the distance of one meter.

The Arbatax Park Resort will have dispensers of hydro-alcoholic solutions for hand hygiene at your disposal, widely distributed throughout all areas, while the masks, if not available, can be purchased at the reception at the price established by law.

If you travel with your children, make sure that they respect the guidelines and the hygienic and behavioural rules.

Should you notice during your stay that you have a fever over 37.5, please inform the Reception immediately.

## At your arrival

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At the main entrance we will verify your voucher or booking confirmation which can also be shown contactless from your smartphone or tablet. We will then accompany you to your relevant reception. If you have already checked in online by clicking the link on our welcome email, the reception staff will simply verify the accuracy of the data entered without any contact and will take the payment (when due). The keys, and any other items that you will receive, have been previously sanitized. The porters will then take you to your room in sanitized electric vehicles.

## Your Room

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The room has been sanitized in strict compliance with the provisions of the Health Authorities. Daily cleaning is carried out by staff equipped with all the prescribed devices. If you prefer that our staff do not enter the room during your stay, please let us know at the reception, we will be happy to provide you with a kit for cleaning and sanitizing your room.

## Your Restaurant

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We serve breakfast, lunch and dinner with assisted buffet and we provide all the condiments in single-dose packages.

We have organized our indoor and outdoor spaces in compliance with the safety distance of one meter between one chair and another and everything is treated with procedures to ensure hygiene after each use.

We simply ask you to sanitize your hands at the entrance and exit of the restaurant, to wear the mask every time you are not sitting at the table and to respect the safety distances with the other Guests and with the Staff.

## Your Bars

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You can view the menu directly from your smartphone or other device by simply framing a QR code or request one of our physical menus. Orders are served at the counter in compliance with the present signs and can only be consumed at the tables, they are organized so as to respect the safety distance of one meter between a chair. We invite you to observe the interpersonal distance of at least one meter, to follow all the indications provided by the signs and our Staff, and to use the mask when you are not at the table.

## Your Pizzeria

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You can view the menu directly from your smartphone or other device by simply framing a QR code, or on the disposable placemats on the table. We have organized our outdoor spaces in compliance with the safety distance of one meter between one chair and another and everything is treated with procedures to ensure hygiene after each use. The number of Guests will be limited in order to respect the safety distances. We simply ask you to sanitize your hands at the entrance and exit of the restaurant, to wear the mask every time you are not sitting at the table and to respect the safety distances with the other Guests and with the Staff.

## Your Entertainment

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The animation and entertainment service has been remodelled to ensure social distancing. Group activities are suspended and we have opted for forms of entertainment that do not involve interpersonal contact.

## Your Sport Activities

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We continue to offer all the sports activities that allow the correct spacing, so you can find canoes, standing-paddle and tennis. All materials and equipment used for sports and recreational activities are sanitized at every use.

## Your Boboi

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Our internal shuttle service Boboi is sanitized at each terminal. Since it is an open-top bus, we ask you to sanitize your hands and put on your mask before boarding.

## Your Beaches

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Please always follow the instructions of the lifeguards and signs and keep your personal belongings and clothing in a bag, not over the cots. The loungers and umbrellas - at your disposal up to availability - cannot be moved, because they are positioned in such a way as to avoid crowding and ensure a safe distance. The loungers are sanitised at the end of the day.

## Your Swimming Pools

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We have restricted access to the pool according to its capacity in accordance with the regulations, and we check the parameters of chlorine and water several times during the day. The loungers are sanitized at each use and arranged to respect the safety distance of one and a half meter, so please do not move them. Please respect the signs and instructions of the lifeguards, and store all personal belongings and clothing in a bag, not on top of the beds.

## Have a nice stay!

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Even if at a safe distance we are always at your disposal to ensure you a relaxing stay, do not hesitate to contact the Staff. Behind our mask there is always a smile!