

EXTRACT

### HOSPITALITY

The guest is contacted shortly before arrival by email to implement preventive measures such as:

- remember that to stay you must:
  - o have not been diagnosed with COVID 19 infection in the past two weeks;
  - o not having had risky contact with people who have been affected by COVID 19 in the past two weeks;
  - o not having had symptoms related to COVID 19 infection (including body temperature > 37.5 °, cough, fatigue, breathing difficulties, muscle pain, diarrhea, changes in taste and smell);
  - o not currently exhibiting symptoms referable to COVID 19 infection (including body temperature > 37.5 °, cough, fatigue, breathing difficulties, muscle pain, diarrhea, changes in taste and smell).

The fact of being in the structure for the stay, is equivalent to an acceptance of the conditions listed above.

- send **recommendations** relating to correct behavior that the guest is required to respect during their stay (**ANNEX 1**). Make up the recommendations: 1. List of recommendations; vademecum on how to behave in case of suspected infections of the Ministry of Health; behavioral recommendations to contain the infection from the Ministry of Health; correct behaviors to be kept in schematic form; 2. Swimming pool regulations; 3. Separate collection; 4. Summary of the procedure. This documentation is written in both Italian and English.
- send, before arrival, the form with the information necessary for registration, as well as a copy of the identity document; the information on the processing of personal data is provided to guests.
- in the case of multiple bookings (groups, family groups, etc.), invite the group leader or the head of the family to act as the sole intermediary for the check-in procedure.
- connection on payment methods, preferring the bank transfer.

The communication regarding the presence to the public security authority will be made with the utmost timeliness.

These are the main prevention measures implemented in the **reception phase**:

- upon arrival of the guest, **taking advantage of the open space both in summer and in winter (veranda area)**, measures are taken to avoid gatherings and reduce the time spent staying. Therefore, it should be noted that there is no physical location dedicated to the reception;
- body temperature can be measured, preventing access to those over 37.5 ° C;
- while maintaining the tone of cordiality connected to the reception activity, physical contact is avoided (shaking hands, hugging or kissing); the social distance maintained; hands are washed frequently and carefully;
- at the time of reception, hand contact with guests' objects is avoided or limited to strictly necessary: guests find the key properly sanitized in the door and keep it for the duration of their stay; guests are required to leave the key at the door when checking out; identity documents are viewed and are not touched; each object provided in use by the structure to the guest is disinfected before and after each use;

Guests will find important information for their stay at the Agriturismo Le Selvole upon arrival at their apartment:

- **service card**, with all the information relating to your stay; the guest must pay particular attention to the indications for separate waste collection, the swimming pool regulations and the emergency numbers to contact in case of need;
  - **recommendations** provided by the structure, relating to correct behavior that the guest is required to respect during the stay **(ANNEX 1)**.
- additional information signs for correct behavior are posted in the veranda area.
  - at least n. 2 telephone numbers to contact 24 hours a day for all needs, in order to connect in advance for any need and / or emergency, including check out operations.
  - the guest, in case of need, can ask the facility for the availability of devices such as masks, disinfectant gel, disposable gloves, for a fee.