



UPTOWN PALACE

SANTA SOFIA 10

Covid-19 minimization measures protocol implemented by our Hotel

The well-being of our Guests is of primary importance! Here below there is a summary of indications concerning the additional hygiene and safety measures Protocol implemented by the Uptown Palace Hotel. We have defined sanitary procedures, related to specific areas, highlighted by specific signs to inform hotel Guests about the measures implemented to guarantee them a stay in total safety.

- In addition to the usual cleaning standards, the sanitization of the structure is carried out by using specific disinfectants, alcohol-based (70%) or containing sodium hypochlorite (0.5%), approved by the Ministry of Health.
- Repeated cleaning and sanitization of all high-contact surfaces in the common areas, with particular attention to toilets.
- Cleaning and sanitizing of floors at least twice a day, with higher frequency based on the number of hotel Guests.
- Periodic replacement and sanitization of air conditioning filters; frequent ventilation of all rooms.
- Implementation of a reporting program by staff that certifies and proves that the sanitization activities have taken place.
- Separation of entry and exit routes for customers, delimited by marked paths and specific vertical signs to help Guests maintain social distancing.
- Layouts of all the common areas - restaurant, bar, breakfast room and meeting rooms - have been redesigned in compliance with the people distancing rules of at least one meter, unless belonging to the same family unit. The organization of the sessions in the common areas is regulated by specific signs.
- Elevator use is allowed to one person at the time, unless belonging to the same family unit. The sanitization of external and internal push-button panels and the support bars is carried out every hour, while floors and mirrors twice a day.
- The use of the mask to cover the nose, mouth and chin, inside the common areas of the hotel is mandatory.
- Body temperature measurement at the hotel entrance is mandatory. In case of temperature above 37.5° (707 °F), the company management will promptly inform the competent health authority. In order to minimize the risk of contagion, while waiting for the arrival of the sanitary intervention, we will ask the Guest to: wear the provided mask, avoid contact with other people, go to his room or in an isolated environment. Specific kits are provided to avoid possible contagion.
- Upon arrival at the hotel, the use of the sanitizing gel placed at the entrance is mandatory.
- Exhaustive wall signs and dispensers containing sanitizing gel have been placed at key points of the hotel (in the hall, elevators and floors, in front of the entrances to the toilets, the breakfast room, the restaurant, the bar, and the meeting rooms), in order to allow frequent hand sanitation.



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- Introduction of plexiglass protection on the reception desk to guarantee maximum safety in the phases of direct contact between staff and Guests.
- Upon check-in, the Guest receives the health regulations summary to respect within the hotel and the related procedures put in place.
- Removal of all the paper material present in the hotel as well as the decorative cushions (also in the bedrooms). The reception staff is at your complete disposal for any request for information and to provide the material upon Guest's request.
- To ensure optimal room sanitation, non-essential amenities will be provided on request. In addition, the entire room equipment, where possible, has been replaced with disposable material.
- After daily cleaning, the room undergoes a complete sanitization, with particular attention to the surfaces exposed to greater contact (floor, door handles, windows and wardrobes, minibar, telephone, television, lamps, light switches, etc.), with alcohol-based disinfectants (70%). At each departure the remote control, after its sanitization, is wrapped in a disposable hygienic protection provided of a guarantee seal. The air conditioning filters are replaced and sanitized. We keep departure rooms empty for two days (48 hours) before welcoming new Guests.
- The bathroom is sanitized with disinfectant products containing sodium hypochlorite (0.5%). The dirty-clean path is carefully regulated by a specific procedure, in order to avoid any contamination.
- Our spacious dining spaces guarantee maximum desirable security and, despite the difficulties, we maintain the usual service hours, expanding our proposals to reach required protection level for each Guest. The sanitization, with specific alcohol-based (70%) disinfectants, of tables, chairs and other contact materials is guaranteed.
- At the entrance of the breakfast room, the Guest will be greeted by a waiter and escorted to a dedicated table. Due to the prohibition on placing food on the buffet, the service will be exclusively at the table with disposable menus. Service hours: 7:00 am - 10:30 am. Alternatively, breakfast room service is available.
- Bar service is exclusively at the table. Service hours: 11:00 am – 12:00 am. Alternatively, room service is available at the same hours.
- For the *Up Restaurant*, previous reservation is required. Lunch time: 12:30 pm - 2:30 pm, dinner time: 7:30 pm - 10:30 pm. The room service is available at the same hours.
- The current regulations allow to remain without a mask only when the Guest is seated at the table during the use of the restaurant service.
- In addition to the breakfast and bar service, a practical take-away service is available: the food, prepared according to current hygiene and health standards by staff equipped with masks and gloves, will be delivered in suitable disposable containers, carefully packaged.



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Additional internal procedures adopted to ensure maximum safety:

- Training of all staff regarding the procedures and guidelines to be followed, divided by the different service areas, to minimize the spread of Covid-19.
- Implementation of specific protocols for each department and service area, with related acknowledgment and written subscription by each employee.
- Drafting of a daily report proving the successful sanitization.
- Mandatory use of Personal Protective Equipment (PPE) - disposable masks and gloves - by staff, with related control and constant supervision.
- Self-declaration of the employee on his state of health before beginning the service.
- Establishment of separate and temporally staggered entrances for staff from different departments, to ensure social distancing.
- Measurement of body temperature before each access. In the event of a temperature above 37.5° (707 °F), the employee will be banned from the service and the company management will promptly inform the competent health authority.
- Individual access to locker rooms and maintenance of social distancing.
- Sanitization of all service rooms at the end of shift.
- Delimitation of a specific area for relations with suppliers, governed by the same rules indicated above for employees.
- Sanitization of all food products introduced inside the hotel.

We work hard every day to keep our hotel "Covid-safe"!



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