

LUNGARNO COLLECTION SECURITY PROTOCOLS

We care about the health of our colleagues and guests, which is why we have implemented new anti-Covid procedures to ensure a safe stay.

These below are some of our new procedures, to grant a Covid-free stay:

- All points of contact in public spaces, such as door handles, elevator buttons, handrails, tabletops, etc. are continuously cleaned and sanitized with the use of a disinfectant;
- Ozon devices are used to disinfect public areas every night and each room upon guest departure;
- Specific cleaning strategies and checklists are in place for every hotel department: butlers, F&B team for breakfast and room service, reception and housekeeping department;
- Housekeeping team has specific procedures concerning the ten critical points for which only disinfectants with alcohol 70% and chlorine are used;



- Our Restaurant has been reconfigured to ensure the correct safety distance between guests
- Body temperature is taken for every person entering the hotel;
- Masks and disposable gloves are provided to guests and staff and changed frequently. Housekeeping staff use new gloves for every room they service. F&B team serve food and prepare food related items only with sanitized hands and gloves.
- Hand sanitizers are provided in all guest rooms and public areas, including entrance, lobby, corridors and restaurant.
- Our drivers follow severe procedures and cars are disinfected after each use, as also luggage.
- For check-in and check-out procedures we grant a contactless digital version, totally safe for your data, through an en-suite smartphone. It will be useful also to reserve laundry service, room service, breakfast orders and for chats or video chats with the staff, for smart and fast communication.
- Collaterals will be replaced with digital media, to avoid cross-contaminations. The necessary stationary in the rooms are disposable.

Dear Guest,

in compliance with the requirements of the Ministerial Orders of August 12th 2020 and September 21st 2020, we inform you that in order to control the infections from Coronavirus, all those who come from countries such as Croatia, Greece, Malta, Spain or France (limited to the regions Auvergne-Rhône-Alpes, Corsica, Hauts-de-France, Île-de-France, New Aquitaine, Occitania, Provence-Alpes-Côte d'Azur) upon arrival at the hotel will be required to show a negative result of a swab taken within the previous 72 hours.

The swab is mandatory and can possibly also be carried out in Italy within 24 hours of arrival. For people staying in Florence, it will be necessary to contact the ASL of Tuscany at 800 55 60 60. Pending the negative outcome of the swab, guests will be required to observe fiduciary isolation.

In addition, all those travelling to Tuscany will be required to register on the Region's portal in the days prior to arrival at the following link: https://prevenzionecollettiva.toscana.it/welcome/pages/segnalazione_estero.html.

Following this registration, you will receive the rules of conduct to follow once in Italy.

All those travelling to Rome will be required to contact the ASL of Lazio at 800 118 800 in the days prior to arrival.

*Confident of your collaboration,
We look forward to welcoming you!*