



PROTOCOLS FOR OUR GUESTS - MEASURES TO PREVENT AND COMBAT THE SPREAD OF CORONAVIRUS COVID-19.

The aim of the present document is to describe the preventive measures adopted by Borgobrufa SPA Resort to protect the health of guests, staff and population in general.

Borgobrufa SPA Resort is an hotel that offers its guests a range of services, which can be utilized only upon reservation, in order to guarantee interpersonal distancing and the respect of the directives to prevent and combat COVID-19.

Therefore, in this document, the reader can find the measures adopted for each of the following areas: Hotel and Rooms; Restaurant; SPA; Services to the person (Treatments, Cosmetic, Hairdressing); Pools and Gym.

HOTEL AND ROOMS

- Borgobrufa SPA Resort has provided a proper information on the preventive measures, also through the usage of appropriate infographics and signs.
- The interpersonal distancing of at least 1 meter is guaranteed in every common area, and the differentiation of entrance and exit paths is favored through signs.
- Interpersonal distancing does not apply to members of the same family group or cohabiting, to people that occupy the same room and to the people that according to the current rules are not subjected to keep interpersonal distancing (this aspect is under individual responsibility).
- There's a wide availability of hand sanitizer dispensers in prominent places around the hotel, with alcohol-based solutions.
- The Reception allows the interpersonal distancing of at least 1 meter between guests and staff. At check-in, guests are required to issue a self-certification where they declare their body temperature and undertake to not access or stay in the hotel, in case the same is equal or greater than $> 37,5^{\circ}\text{C}$.
- Online concierge service is at guests disposal, in order to avoid gathering. Payment methods: electronic and/or cash.
- Natural ventilation is regularly guaranteed throughout the day in all the areas provided with openings to the outside. Ventilation systems are provided with an "all-external" air treatment, the air recirculation feature is totally excluded. The systems are regularly sanitized.

- Guests have to wear a mask inside the common areas.
- The staff is always required to wear a mask in front of guests.
- The usage of lifts is such that it has to permit the respect of interpersonal distancing, except for members of the same family group or cohabiting, people that occupy the same room and people that according to the current rules are not subjected to keep interpersonal distancing (this aspect is under individual responsibility).
- Frequent cleaning and sanitization of all rooms and areas is guaranteed, with particular attention to common areas and surfaces and objects that are touched more frequently (handrails, elevator buttons, door and window handles, etc.)
- Each object or equipment provided by the hotel is disinfected before and after each use.
- Rooms are sanitized at each customer change with specific products and specific sanitizing device. Bed is set up with sheet and duvet cover; no blankets are used.

RESTAURANT

Borgobrufa SPA Resort has indoor and outdoor Restaurant areas.

- Borgobrufa SPA Resort has provided a proper information on the preventive measures, also through the usage of appropriate infographics and signs.
- There's a wide availability of hand sanitizer dispensers with alcohol-based solutions for guests and staff, especially at entrances and close to toilets. Toilets are cleaned regularly during the day and hygenized at the end of the each meal (breakfast, lunch and dinner).
- The number of people allowed in the Restaurant area will never be greater than the number of seats. Tables are organized in such a way as to guarantee the interpersonal distancing of at least 1 meter between guests, except for the people that according to the current rules are not subjected to keep interpersonal distancing (this aspect is under individual responsibility).
- Guests have to wear a mask every time they're not seated.
- The staff is always required to wear a mask in front of guests.
- Self-service buffet is not allowed.
- The buffet is served by a member of the staff, excluding the possibility for the guests to touch the exposed food. To maintain interpersonal distancing, guests have to follow the path signalled.
- Natural ventilation is regularly guaranteed throughout the day. Ventilation systems are provided with an "all-external" air treatment, the air recirculation feature is totally excluded. The systems are regularly sanitized.
- For external guests, the access to the Restaurant areas is only possible upon reservation.
- All the surfaces and seats will be sanitized after each customer change.
- Salt, pepper, oil, etc., will be served by a member of the staff and sanitized after each use.

- A QR Code is provided for the consultation of the menu. Plasticized menu are sanitized after each use.

SPA

- Borgobrufa SPA Resort has provided a proper information on the preventive measures, also through the usage of appropriate infographics and signs.

- All the activities inside the SPA are planned and organized upon reservation in such a way to prevent gathering and to guarantee the interpersonal distancing of at least 1 meter between guests, except for the people that according to the current rules are not subjected to keep interpersonal distancing (this aspect is under individual responsibility).

- There's a wide availability of hand sanitizer dispensers with alcohol-based solutions.

- Guests have to wear a mask in the common indoor areas.

- The staff is always required to wear a mask in front of guests.

- Changing rooms and showers ensure the maintenance of interpersonal distancing of at least 1 meter. Guests that need a locker will be given a key for their exclusive use, for the entire duration of their stay inside the SPA. Lockers are sanitized after each use and locked.

- All areas of the SPA are accessible, except for the steam bath due to Coronavirus safety rules.

- Guests can access the Private SPAs and use their saunas, upon reservation. Cleaning and sanitization are guaranteed after each use.

- Ventilation systems are provided with an "all-external" air treatment, the air recirculation feature is totally excluded. The systems are regularly sanitized.

- Frequent cleaning and sanitization of all common areas, changing rooms, showers and toilets are guaranteed.

SERVICES TO THE PERSON (Treatments, Cosmetic, Hairdressing)

- Guests' stay inside the treatment cabins is limited to the time required for the supply of the service.

- Guests have to wear a mask inside the cabins and during all the services, except during face treatments as it is not required.

- SPA's staff is always required to wear a mask, and to also wear a protective visor during treatments that require close-range to the face.

- Proper cleaning and sanitization of all surfaces and objects are guaranteed after each service.

POOLS

Borgobrufa Spa Resort has indoor and outdoor pools.

- Guests are required to accurately shower before entering the water.

- In the SPA's heated pools, the indication of "4 square meters of water surface per person" applies, as per regulation swimming is not permitted. On the contrary, in the summer pool (non-heated), the indication of "7 square meters of water surface per person" applies.

- Borgobrufa Spa Resort has wide green areas around the pools that ensure the maintenance of the interpersonal distancing of at least 1 meter between guests, except for the people that according to the current rules are not subjected to keep interpersonal distancing (this aspect is under individual responsibility).

- Parasols are organized in such a way as to guarantee more than 10 square meter surface around each parasol, therefore a distance of at least 1,5 meters between the outdoor sunbeds is guaranteed. Indoor sunbeds are organized in such a way as to guarantee the interpersonal distancing of at least 1 meter.

- Proper cleaning and sanitization of sunbeds are guaranteed.

- Outdoor sunbeds and parasols will be assigned to guests. Free use is not permitted. Sanitization will be done at each customer change. In any case, sanitization is done at the end of each day.

GYM

- Access to the gym is possible only upon reservation.

- Proper cleaning and sanitization of the gym, machineries and equipments are guaranteed after each use.

- Maximum 2 people can access the gym simultaneously.

- Guests are required to use appropriate shoes exclusively provided for this purpose.

WHAT TO DO IN CASE OF SUSPECTED CASE

In the event that a guest presents fever and signs and symptoms of respiratory infection as cough, fatigue, sore throat, etc., he/she shall immediately declare it. Isolation must be promptly used according to the rules of health authorities.

The hotel, at the same time, will proceed to warn the competent health authorities and emergency phone numbers for COVID-19 provided by the Region (800 63 63 63).

While waiting for their arrival:

- avoid close contacts with the person with suspected COVID-19;
- pay attention to the surfaces he/she came into contact;
- get the person to get rid of used tissues, placing them into a waste bag that will be disposed with the waste produced during the healthcare activities of the rescue personnel.

The hotel collaborates with the health authorities for the definition of possible "close contacts" of a guest with confirmed COVID-19, in order to enable authorities to apply the necessary and appropriate quarantine measures.

How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

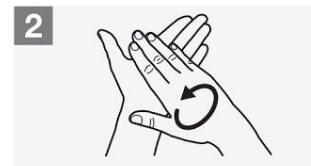
 **Duration of the entire procedure: 40-60 seconds**



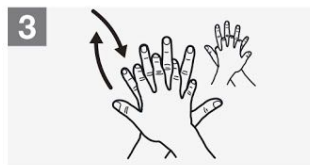
0 Wet hands with water;



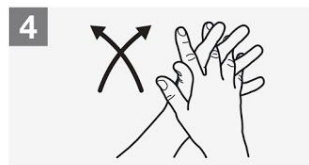
1 Apply enough soap to cover all hand surfaces;



2 Rub hands palm to palm;



3 Right palm over left dorsum with interlaced fingers and vice versa;



4 Palm to palm with fingers interlaced;



5 Backs of fingers to opposing palms with fingers interlocked;



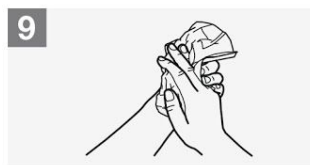
6 Rotational rubbing of left thumb clasped in right palm and vice versa;



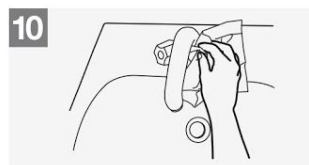
7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



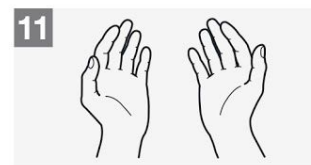
8 Rinse hands with water;



9 Dry hands thoroughly with a single use towel;



10 Use towel to turn off faucet;



11 Your hands are now safe.



World Health
Organization

Patient Safety

A World Alliance for Safer Health Care

SAVE LIVES
Clean Your Hands

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WHO acknowledges the Hôpitaux Universitaires de Genève (HUG), in particular the members of the Infection Control Programme, for their active participation in developing this material.

May 2009

- Wash your hands often with soap and water. Use alcohol-based hand sanitisers when you can't use soap and water.
- Avoid close contact with people who suffer from acute respiratory infections.
- Avoid touching your eyes, nose and mouth if you haven't washed your hands.
- Cover your mouth and nose with a tissue when you cough or sneeze; throw used tissues in the trash. If you don't have a tissue, cough or sneeze into your elbow, not your hands.

- Don't take antiviral drugs or antibiotics, unless prescribed by the doctor.

HOW TO WEAR A MEDICAL MASK SAFELY

[who.int/epi-win](https://www.who.int/epi-win)

Do's →

- Wash your hands before touching the mask
- Inspect the mask for tears or holes
- Find the top side, where the metal piece or stiff edge is
- Ensure the colored-side faces outwards
- Place the metal piece or stiff edge over your nose
- Cover your mouth, nose, and chin
- Adjust the mask to your face without leaving gaps on the sides
- Avoid touching the mask
- Remove the mask from behind the ears or head
- Keep the mask away from you and surfaces while removing it
- Discard the mask immediately after use preferably into a closed bin
- Wash your hands after discarding the mask

Don'ts →

- Do not use a ripped or damp mask
- Do not wear the mask only over mouth or nose
- Do not wear a loose mask
- Do not touch the front of the mask
- Do not remove the mask to talk to someone or do other things that would require touching the mask
- Do not leave your used mask within the reach of others
- Do not re-use the mask

Remember that masks alone cannot protect you from COVID-19. Maintain at least 1 metre distance from others and wash your hands frequently and thoroughly, even while wearing a mask.

EPI•WIN  World Health Organization

- Call national toll-free number 1500, if you have fever and/or cough and if you have traveled in areas with confirmation of COVID-19 outbreak, in the past 14 days. In any case, do not go to First Aid or GP.