



SAFETY HOLIDAY PROTOCOL

Safety and hygiene have been a very high priority. This is why we have been using the latest hygiene standards in all departments. We are very proud to have taken all precautions in advance to contain COVID-19, according to the guidelines of the World Health Organization and the Italian Government, Grand Hotel Resort Ma&Ma takes measures, aimed to guarantee a safe and pleasant holiday.

COMMON AREAS

- Social distancing must be maintained in all areas of the resort (at least 1 meter from other guests and staff members);
- Face masks to be always kept with and to be used in all common areas, internal and external (where the social distancing is not permitted);
- Hand sanitizing stations are available in the common areas for all guests and staff;
- Common areas are regularly cleaned and sanitized thanks to the usage of a nebulizer machine with ozone technology
- Possible temperature's check for all guests upon arrival in the hotel and upon every first access to the breakfast area. The body temperature must be below 37.5 degrees.
- Temperature's check will be necessary for each member of staff upon arrival at work. The body temperature must be below 37.5 degrees.
- Access to the elevator is only allowed at the same time for family members or for guests living in the same room. If you have no special needs, we recommend using the stairs;

CHECK-IN

- Plexiglass panels are placed on the check in desk to reduce the contact with reception staff;

ROOMS

- All rooms are cleaned and sanitized daily, thanks to the usage of nebulizer machines with ozone technology

RESTAURANTS & BARS

- Tables in bars, restaurants, and breakfast area have been reduced to maintain the safety distances prescribed by the authorities. All tables and chairs are regularly cleaned and sanitized after every single use;
- Food and beverage services are regularly guaranteed. Lunches and dinners will be served at the table and breakfast with assisted buffet service.

POOL

- Sun beds and sun umbrellas have been reduced to maintain the safety distances prescribed by the authorities. All equipment is regularly cleaned and sanitized after every single use.

SPA & BEAUTY TREATMENTS

- &Spa is cleaned and sanitized daily, as well as massage cabins after every single treatment, thanks to the usage of nebulizer machines with 0.5% hydrogen peroxide solutions;

As per the restrictive measures Covid-19, it will be possible to access to the SPA and the gym upon reservation with the COVID-19 Green Certificate from the 6th of August 2021

FITNESS CENTRE

- Fitness centre and fitness equipment are cleaned and sanitized daily, thanks to the usage of nebulizer machines with ozone technology
- Social distancing must be maintained during training (at least 2 meters from other guests and staff members);

- Guests are kindly invite to sanitize all fitness equipment before and after each training section;

As per the restrictive measures Covid-19, it will be possible to access to the SPA and the gym upon reservation with the COVID-19 Green Certificate from the 6th of August 2021

SHUTTLE SERVICE

- Shuttle bus is cleaned and sanitized daily and after every single journey;
- Access to the shuttle bus is only allowed by wearing face masks;
- Seats will be limited in order to respect social distancing;

STAFF

- All employees are fully informed about COVID-19, it is mandatory to wear mouth and nose protections, and always keep the required distance to the guests.