

In this document we list the hygiene and behavioural rules to be maintained during your holiday in Trentino and in our hotel.

Access to hotels and other accommodation facilities is guaranteed only to fully vaccinated or recovered people (only with a valid European Covid Certificate QrCode)

During the entire stay in the hotel, the mask must always be worn correctly (nose and mouth covered) with the exception of your room, meals and the Wellness-Pool area.

The maintenance of the social distance of 1 mt is required.

At the entrances from the outside and at the entrance to the dining room there are disinfectant gel dispensers as hand disinfection is required, and frequent hand washing is also recommended to ensure maximum hygiene inside the structure either for our customers and for us and our employees.

We ask our kind customers every morning (including the day of departure) before leaving the room to open all the windows by tilting (not wide open) to allow ventilation before they are redone by the maids on the floors

In the dining room the mask can be removed only when seated at the table as well as at the bar and in the hall only for the consumption of drinks and food.

The breakfast buffet and the salads during dinner will be set up normally, the customer can approach Buffet wearing a mask, one of our collaborators will check and if needed disinfect the buffet, for drinks in the morning the customer can serve his self always wearing the mask. In different points on the buffet disposable gloves and disinfectant are provided in case the customer wants to use them

The service at the bar counter is possible but is limited to the time strictly necessary for the drink, the social distance of 1 m must be respected.

The swimming pool and Wellness area is accessible to a maximum of 25 people, within the area there is no obligation to wear a mask but there is an obligation to respect the social distance of 1 meter, the bathroom will be equipped of disinfectant in case of need to be used independently.

Inside the Finnish sauna a maximum of 3 people are allowed at the same time while in the Calidarium the maximum number of occupants will be 4, in the Whirlpool 6 people, in the first two cases only spouses, family members and people with whom they have frequent relationships are allowed , for the whirlpool and swimming pool the social distance of 1 m must be respected.

The use of the lift is allowed to one person at a time, excluding families and people who have frequent relationships.

All the hotel staff will be careful to ensure the highest standards of hygiene to create a safe environment for our customers and for themselves, therefore we also ask customers to do the same by respecting our work and the rules helping us to guarantee our health and of the other customers present.

In the event of the onset of symptoms that could be related to covid-19, please do not leave your room and notify the reception who will assist you