

Hotel Hassler Roma

2020 Update + Health & Safety Protocols

ROMA
HASSLER
STAIRWAY TO HEAVEN

PLAN TO RE-OPEN:

September 1st

SERVICES:

We anticipate that the day we reopen the doors we will offer all hotel services including the two restaurants, the bar, SPA, hair dresser salon.

HEALTH & SAFETY PROTOCOLS:

Front Office Procedures:

- At the Front Office and in other common areas, including the area outside the hotel where the doorman stands, safe social distancing of at least one meter is always mandatory.
- Adequate and understandable information about prevention measures will be available to all guests.
- In order to facilitate social distancing, the doorman will let one person at a time in and out of the hotel.
- Handshaking and all gestures involving interpersonal touching are discouraged.
- A 60 to 85% alcohol-based hand sanitizer gel will be available to guests both at the Concierge Desk and at the Front Desk
- The Front Office staff, including Doorman and Bellboy will keep a safe social distance of at least one meter from colleagues and guests and will be provided with personal protective equipment such as: • Gloves (if necessary) • Mask (to wear in case social distancing rules cannot be enforced)
- Guests will be required to wear masks in the common areas only when it is not possible to maintain the safety distance of one meter.
- The Doorman, wearing mask and gloves, will welcome guests making sure to keep social distance. He will handle the guests' luggage carrying it inside the hotel and handing it over to the Bellboy or to the concierge.
- All accessible parts of the luggage (including handle and zipper) will be sanitized by the Bellboy. The staff handling the luggage will wear gloves.
- The guests will then be directed towards the Front Office by the Bellboy or the Concierge always keeping a safe social distance.

Reception Desk: Check In & Check Out Procedures:

In order to limit the time spent in the Front Office area, all guests will be kindly invited to send their IDs prior to arrival. Should the above not be feasible, IDs will be collected upon arrival and will be returned to the guests directly in their room after registration. In case of groups or families, the tour leader or the head of the family will be asked to act as liaison with the Front Desk for the check-in procedure and all other reception-related needs.

- Upon arrival all guests will be informed about in-room and common areas cleaning and sanitization procedures.
- The room keys will be cleaned and sanitized with alcohol before every check-in. Before each arrival, the keys will be placed in the key-card holder along with the wi-fi password and inserted in an envelope with the welcome letter and a map of Rome.

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- In alternative, by means of the FLEXIPASS app the guests will be able to access their room via smartphone.
- Guests may request that the room not be cleaned during their stay or they can express their preferences about time of housekeeping
- When clients are escorted to their room, the staff will use the stairs or a different elevator.
- Should the clients refuse to be escorted to their room, they will be offered a leaflet outlining the instructions to operate the in-room devices (i.e., do not disturb buttons, thermostat, telephone, etc.).
- The luggage will be delivered to the room or left outside the door, according to the guest's preferences.
- Upon check-in a credit card pre-authorization will be required and the night before check-out a proforma invoice will be sent to the room. If authorized, at check-out the guests will simply have to sign the credit card receipt so as to reduce the time to be spent in the Front Desk area.
- On the day of departure, the luggage can be picked up by the porter from the room or in the corridor if left outside the room by the guest, depending on the guests' preferences.
- Elevators can be used by more than one person at the time provided that social distancing rules are respected. Social distancing rules can be waived only in case of guests belonging to the same family or guests who share the same room.
- To ensure social distancing rules, elevators will not make intermediate stops, halting only stop on the floor requested by the guest, preventing others from embarking the elevator.
- Operating buttons will be sanitized continuously throughout the day.
- Every item provided by Hassler Roma to its guests will be sanitized before and after its use.
- Guests will be encouraged to park their own cars rather than use valet parking.
- The Front Office and the Concierge staff will have, at all times, a list of emergency numbers on hand: 112, doctor-on-call, nearest hospital and nearest pharmacy.

Housekeeping Procedures – General Measures & Definitions:

- Daily cleaning will be done following the hotel standards by using detergents suitable for the different types of material treated, in compliance with the instructions for use provided by the manufacturers.
- Sanitization will be carried out with a sodium hypochlorite solution diluted to 0.1% or with 70% ethyl alcohol for surfaces that may be damaged by sodium hypochlorite, in compliance with the instructions for use provided by the manufacturers.
- The room will first be cleaned and then all surfaces will be sanitized with particular care for the objects and items the guests are more likely to touch: telephones, remote controls, pens, handles, bathroom faucets, shower mixers, etc.
- A 60-85% alcohol concentration gel for hand hygiene will be made available to guests and hotel staff.
- The cleaning staff will be equipped with individual protection gears necessary for carrying out the work entrusted to them:
 - Gloves
 - Masks
 - Hair caps (only when needed)
 - Footwear suitable for sanitization (if necessary)

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- The simultaneous presence of several members of the staff in the same guest room will be avoided.
- During the housekeeping of the room, the guests must not be inside the room.

Common Areas Housekeeping:

- The common areas will be continuously aerated and all fabric furnishings will be periodically sanitized.
- All washable surfaces such as tables, chairs, handles, elevator push-button panels, reception and concierge desks, guest entrance and exit door, will be disinfected several times a day.
- Disinfectant dispensers will be installed in every area of the hotel, in particular at the entrance of the hotel and in the various restaurants, inside the bathrooms and on the corridors of each floor.

Room Housekeeping:

- Before entering the room, the staff will wear the appropriate personal protective equipment.
- The guest must not be present in the room.
- The room will be aerated by opening the windows before undertaking the subsequent cleaning operations.
- Before use, disposable cloths or cleaning material are treated with a 2% sodium hypochlorite solution for 10 minutes or with another equally effective treatment.
- Only one member of the staff at a time will be allowed in the room.
- Maintenance operations will be performed, if possible, when the room is not occupied and always before cleaning and sanitizing.
- After each check-out the A/C filters will be cleaned and/or replaced. The cleaning of the air conditioning systems will be carried out after turning off the systems.
- The vents and ventilation grills will be cleaned with clean microfiber cloths moistened with soap and water or with 75% ethyl alcohol and then dried.
- Particular care will be applied when cleaning and sanitizing all surfaces the guests are more likely to touch: bed tables, desk, amenities, telephones, remote controls, pens, handles and push-button panels, closets and drawers, etc.
- Dirty laundry will be stored in a closed container which will be kept separate from the clean laundry trolley to prevent the two from coming into contact.
- Bed and bath linens will be changed daily.
- The waste in the room will be thrown into a basket fitted with a plastic bag that will be closed tightly.
- The floors will be cleaned and sanitized with products suitable for the different types of materials.
- The use of carpets, runners, decorative cushions and other furnishings that do not undergo daily cleaning cycles will be avoided.
- Coffee machines and kettles, if present in the room, will be cleaned and sanitized daily.

Departure:

- The room will be aerated by opening the windows, before undertaking the next cleaning operations.
- All the bed and bath linens will be changed, even the unused ones.
- The waste in the room will be thrown into a basket fitted with a plastic bag that will be closed tightly.
- Bathroom amenities will be removed, including shampoo, foam bath, body milk & toilet paper, even if not used.

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- The bathroom will be cleaned with disinfectant and specific products for each surface.
- All surfaces, both vertical and horizontal, will be sanitized, including accessories such as hair dryers, etc.
- Inside the room particular care will be applied to the cleaning of telephones and remote controls, push-button panels and a/c displays, safe door and relative push-button panel, drawer's opening knobs, window handles, and more generally bed backs, bedside tables, desk, chairs and in particular the armrests.
- Carpet and floors will be vacuumed and subsequently washed with disinfectants.
- After cleaning, incoming guests, will be informed with a message, that all of the room sanitization procedures were followed.
- Room Service - Minibar
- All sealed bags, boxes and jars (chips, nuts, chocolate etc.) in the minibar area will be cleaned.
- The minibar will be carefully cleaned and sanitized both internally and externally.
- All the glasses, cutlery and cups in the room will be replaced.

Stay-Over Rooms:

- Stay-over rooms will be cleaned with the same procedure followed for the rooms upon departure, except for the removal of clean bath linens and unused or partially used amenities.
- Every surface will be disinfected trying to avoid touching and/or moving the guests' properties.

Turndown Service:

- The cleaning procedure will be the same as per the stay-over rooms without removing clean bed and bath linens nor unused or partially used amenities.
- Every surface will be disinfected trying to avoid touching and/or moving the guests' personal properties.
- The room will be prepared for the night as per the normal procedure: both water and chocolates will be placed on the bedside table, while the breakfast door hanger menu and the "guest comments" questionnaire, in case of departure the following day, will be placed on the desk in a visible way.

Guest Laundry Service:

- The guests' laundry must necessarily be delivered to the Housekeeping in the special laundry bag provided in the room, along with the list filled in by the guest.
- The garments will be returned exclusively in disposable bags in the case of folded garments, and covered by cellophane in the case of clothes on a hanger.
- It is preferable to return the items to the room only during the cleaning service so as to avoid entering the room several times. Only in case of a specific requested return time or if asked by the guest, a scheduled delivery will be made.
- In each washing machine the laundry of a single room will be loaded, and at the end of each washing cycle an additional washing with bleach will be started to disinfect the machine and make it safe for the next wash.

Food & Beverage Procedures - General Measures & Definitions:

- Daily cleaning will be done following the hotel standards using detergents suitable for the different types of material treated, in compliance with the instructions for use provided by the manufacturers.

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- Sanitization will be carried out with a sodium hypochlorite solution diluted to 0.1% or with 70% ethyl alcohol for surfaces that can be damaged by sodium hypochlorite, in compliance with the instructions for use provided by the manufacturers.
- F&B staff must keep social distance of at least one meter at all times.
- Adequate and understandable information about prevention measures will be available to all guests.
- Handshaking and all gestures involving interpersonal touching are discouraged.
- A 60 to 85% alcohol-based hand sanitizer gel will be provided to guests both at the Concierge Desk and at the Front Desk
- Whenever possible entry and exit routes will be different in order to guarantee social distancing and reduce gatherings.
- Cloakroom service and the use of hangers will not be allowed.
- Customers will have to wear a mask whenever they are not sitting at the table (e.g. to go to the bathroom or to the cashier).

Organization of Restaurant & Bar Tables:

- Seating arrangement at the tables will be so that tablemates are at least one meter apart from each other, except in case of families or people sharing the same room.
- Between tables the distance must be of at least one meter.
- The restaurant and bar staff will wear a mask and will have to wash and sanitize their hands with alcoholic gel frequently.
- Tablecloths will be replaced after each service.
- If the tablecloth is not present, the table will be cleaned thoroughly after each service.

Service:

- Food serving will be provided by the staff, either at the table or for take-away.
- The items used for service (bread basket, seasoning products, sugar bowl) will not be reused for other guests without an adequate sanitization.
- The use of single portions will be privileged.
- QR Codes will be used to consult online menus or, in alternative, disposable menus will be offered.
- Buffet service is not allowed.
- Breakfast will be served a la carte via room service or in the breakfast room, where safety distance will be respected.
- Counter service will be permitted only if social distancing of one meter between clients can be guaranteed.

Washing of Dishes, Tableware and Table Linen:

- All dishes, cutlery and glasses, including unused items, will be washed and disinfected in the dishwasher.
- In the event dishwashing is not possible, the items will be hand-washed, disinfected, rinsed and dried with disposable paper.
- Tablecloths and napkins will be washed in the usual way.

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Room Service:

- The food to be administered through room service will be transferred to the floor on a tray or trolley, in containers closed or equipped with a lid.
- Heated underplates with a special lid can be used.
- Cutlery, plates, cloches, salt and pepper shakers, oil bottles, trolleys and all the serving material will be carefully sanitized before use.
- The staff will wear gloves and a mask and will take utmost care to protect food from accidental contamination during the journey.
- The trolley can be brought into the room or left outside, depending on the guests' preference.

Take Away:

- The food, prepared by staff equipped with mask and gloves, will be delivered to guests in suitable disposable containers, carefully closed in order to avoid any accidental spillage.
- The interpersonal distance will always be maintained during food delivery.

Food Preparation:

- The staff in charge of food preparation will be competent in food hygiene training, in accordance with current legislation.
- The staff will wear masks and gloves that will be changed frequently (according to the frequency indicated by the manufacturer).
- Two masks will be worn in the kitchen when the interpersonal distance of one meter cannot be respected.
- Gloves will be changed after carrying out activities not related to food, such as opening / closing of cells, entry and exit doors of the kitchen premises and emptying of the containers.
- At each change of gloves, it will be necessary to wash hands with soap and warm water. Only after a thorough handwashing, disinfectant gels can be used.
- In the event that the premises do not allow social distancing, alternative measures will be put in place to protect workers such as:
 - Alternating workstations;
 - Providing PPE such as masks, hair caps, disposable gloves, non-slip shoes;
 - Spacing workstations;
 - Limiting the number of workers employed at the same time;
 - Organizing staff into working groups to reduce interactions between groups.
- All surfaces and utensils in contact with food will be washed and sanitized frequently.

Access of External Suppliers:

Suppliers entering the premises will preferably use dedicated routes as well as comply to all Covid19 safety precautions and prevention systems indicated by the Management.

Meetings, Conferences & Events:

- It will always be mandatory to respect safe social distance of at least one meter during conferences and events. The distance must also be respected when entering and leaving the premises.

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- If possible, a numbered allocated seat, to be used during the entire duration of the event, will be assigned to each participant
- Cloakroom service and the use of hangers will not be allowed.
- A 60-85% alcohol concentration gel for hand hygiene will be made available to guests and hotel staff.
- To allow the speaker to deliver the speech without wearing a mask, the podium will be placed at a distance of at least two meters from any other person on the platform and from the first row of seats.
- In order to allow the speakers to intervene without wearing the mask, they will be seated at the table keeping the minimum distance of one meter between one another.
- The use of mobile microphones, mouses, keyboards, touch screens, remote controls, etc. by different people, must be avoided. If that is not possible, such devices will be disinfected between use.
- The premises will be aerated during the intervals and sanitized after each event.

Our staff will be correctly trained and prepared to address any symptomatic case in the hotel. A kit will be available at the reception desk to be used in the event of infection. The kit will contain:

- FFP2 type masks
- face protection
- gloves (disposable)
- protective apron (disposable)
- full-length long-sleeved suit
- shoe covers (disposable)
- germicidal disinfectant / wipes for cleaning surfaces and fabrics
- disposable bag for biohazardous waste

The areas in which people affected with Covid19 have stayed will be carefully decontaminated and sanitized before a subsequent re-use.

Information will be requested on the contacts received by the infected person inside the structure regarding:

- The person who provided direct assistance to the infected person without the use of recommended PPE or through the use of unsuitable PPE.
- The person who has had unprotected direct contact with the secretions of the infected person.
- People who have had direct physical contact with the infected person.
- People who had direct contact (face to face) or found themselves in a closed environment - a vehicle, a room - with the infected person for at least 15 minutes, at a distance of less than 2 meters.
- People who stayed in the same room with the infected person.