

# Hotel Byron

## *2020 Update + Health & Safety Protocols*



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### **PLAN TO RE-OPEN:**

June 26th (with an anticipated September 15th close)

### **SERVICES:**

All activities and services will be offered, provided they are in compliance with the social distancing and other rules/regulations in effect upon reopening.

### **HEALTH & SAFETY PROTOCOLS:**

Hotel Byron is working hard to ensure that we are ready to welcome back our guests from around the world. Thinking positively about the imminent future, we wish to be proactive and give our wonderful clients not only the opportunity to start dreaming about their next journey but also to make it real.

We're closely monitoring the coronavirus situation and continually reviewing our actions in line with advice from the WHO and the Italian government. Below are a few initiatives we would like to share to ensure we are taking all the necessary safety steps:

- Before opening, a complete mechanical sanitization will be carried out.
- We will always extend a warm welcome to arriving guests, but for the time being this welcome will not be accompanied by a handshake or any other physical contact. Upon arrival our teams will let you know about our hygiene facilities that are on hand throughout your stay.
- All Guests will be asked to self-check their temperature, with the possibility of being subjected to temperature measurement with a special thermometer, to answer the simple questions of the "Guest Health Questionnaire" and to respect the distances and rules that guarantee the safety of the Guests and the Staff, through panels positioned in the common areas.
- We ask for your help in washing your hands thoroughly as often as possible and to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while in public areas or moving around the property.
- Hand sanitizers and anti-bacterial hand wash products are provided throughout the hotel for our guests' and employees' use.
- Throughout each day, we are meticulously cleaning with even more frequency than normal the handrails, lift buttons, door handles, dining tables, the reception desk and all other public "touch points" with anti-bacterial cleaning products.
  - Use of high-performance professional decontamination system for sanitization of rooms,

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- all guest rooms are disinfected and sanitized. All cleaning products and equipment used are certified.
- Pool seating will be configured to allow for at least six feet of separation between groups of guests. A pool attendant will be present to monitor distancing and occupancy and assist with guest needs.
  - In the Breakfast Room, the breakfast buffet is replaced by a breakfast served at the table by the room staff wearing a mask and/or gloves. In addition, the tables are arranged so that the distance between the back of one chair and that of another is greater than one meter (except for families or people who share the same room).
  - All Team Members will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including house-keeping, food & beverage, hotel operations, and safety & asset protection.
  - Every day we are requiring all employees to follow regular and strict hand washing procedures to include before and after eating, before returning to work areas and at every opportunity as well as rigorously enforcing other important personal hygiene etiquette.

### **GOOD TO KNOW:**

The well-being of our team members, our Byron family, and all who visit our properties is our highest priority, and we remain diligent in our commitment to provide a safe, hospitable environment for all who enter our doors.

These are extraordinary times and now more than ever we need to support each other. We are all fighting to bring Italy back once again to being one of the safest places to live and travel. We want to take this opportunity also to thank you from the bottom of our hearts for the support you have demonstrated to us in this unprecedented situation. We will be forever grateful for this, and we are sure that our friendships and relationships will only become stronger once all of this is over.