



COVID-19 CLEANING AND OPERATIONS PROTOCOL

This is a summary of the full Villa Lena Covid-19 protocol document which is available via reception. It is intended for all visitors, guests and staff of the Villa Lena estate to follow whilst on the premises. These measures are in place to protect everyone's health and follow the guidance of the World Health Organization and the Italian government.

HYGIENE GUIDELINES

- Maintain social distancing
- Wear a mask
- Regularly clean hands with soap or alcohol hand rub
- Cover mouth and nose when coughing or sneezing

SUSPECTED CASES

If a guest experiences symptoms, they must immediately inform a Receptionist who will call for medical assistance. The person must remain isolated in their room until the doctor arrives.



GENERAL MEASURES

- Alcohol-based hand gel and masks available in all communal areas
- Guest health questionnaire on arrival
- Time spent in communal areas limited where possible
- Limited capacities for swimming pools and workshops

HOUSEKEEPING

- Deep cleaning at regular intervals, including air conditioning units
- Frequent cleaning of communal areas and high touch points such as door handles
- Guests encouraged to use their private bathrooms
- Bed linen and towels sanitised by external laundry
- Guests can request Housekeeping do not enter their room
- Between guests, each room and apartment is fully aired and sanitised

RESTAURANT

- Buffet breakfast is replaced with breakfast served at the table
- Restaurant tables are arranged to respect social distancing
- All dishes are washed and disinfected with detergent
- Single-use, recyclable napkins and placemats are used
- The restaurant is ventilated after each service

