



LUNGARNO COLLECTION SECURITY PROTOCOLS

We care about the health of our colleagues and guests, which is why we have implemented new anti-Covid procedures to ensure a safe stay.

These below are some of our new procedures, to grant a Covid-free stay:

- All points of contact in public spaces, such as door handles, elevator buttons, handrails, tabletops, etc. are continuously cleaned and sanitized with the use of a disinfectant;
- Ozon devices are used to disinfect public areas every night and each room upon guest departure;
- Specific cleaning strategies and checklists are in place for every hotel department: butlers, F&B team for breakfast and room service, reception and housekeeping department;
- Housekeeping team has specific procedures concerning the ten critical points for which only disinfectants with alcohol 70% and chlorine are used;



- Our Restaurant has been reconfigured to ensure the correct safety distance between guests
- Body temperature is taken for every person entering the hotel;
- Masks and disposable gloves are provided to guests and staff and changed frequently. Housekeeping staff use new gloves for every room they service. F&B team serve food and prepare food related items only with sanitized hands and gloves.
- Hand sanitizers are provided in all guest rooms and public areas, including entrance, lobby, corridors and restaurant.
- Our drivers follow severe procedures and cars are disinfected after each use, as also luggage.
- For check-in and check-out procedures we grant a contactless digital version, totally safe for your data, through an en-suite smartphone. It will be useful also to reserve laundry service, room service, breakfast orders and for chats or video chats with the staff, for smart and fast communication.
- Collaterals will be replaced with digital media, to avoid cross-contaminations. The necessary stationary in the rooms are disposable.