



NATURAL DESTINATION

## “SATURNIA SAFE DESTINATION” PROTOCOL

Pursuant to national and regional regulatory requirements, Terme di Saturnia has created a team of medical doctors and certified safety professionals to formulate a compliance program aimed at the safeguard of its guests and employees.

The “**Saturnia Safe Destination**” protocol’s measures for the Resort are summarized below:



### GUESTS ADMISSION & SERVICES

- Thermo-scanner body temperature detection at the entrance
- Transfer Services: cleaning and sanitation of car interiors at each trip



### SAFETY EQUIPMENT FOR GUESTS AND HOTEL STAFF

- Use of specific personal protective equipment for hotel staff and guests in indoor areas is mandatory
- Reception desks are equipped with protective barrier screens
- Safety Kits are available for guests
- Contactless methods of payment are strongly recommended



### SPACE MANAGEMENT

- All areas have been reorganized to ensure social distancing of 1 m and adequate level of security
- Special signs will help guests maintain the correct distance and follow the correct routes to enter and exit common areas.
- Access to elevators is limited and monitored
- Sun umbrella are placed 5 meters apart from one another in the natural park
- It is mandatory to maintain an interpersonal distance of at least 3 meters inside the water.
- Use of changing areas and lockers in the Roman Bath is limited and monitored.



### CLEANING AND HYGIENIZATION

- Cleaning protocols are maximized
- The room and the bathroom are completely sanitized and aired at each departure
- Filtration and ventilation systems are cleaned and monitored by certified specialists according to ISS protocols
- Hand sanitizer dispensers are available in all common areas and bathrooms
- Sun beds and equipment are sanitized at each departure of guests



### FOOD & BEVERAGE

- A' la carte service and digital menus available
- Room Service is maximized
- Restaurant and café tables are placed 2 meters apart from one another



### SPA & BEAUTY CLINIC

- Spa staff is due to wear specific personal protective equipment during treatments
- Booth and equipment are sanitized after each treatment



### GOLF, ACCORDING TO FIG REGULATIONS

- Golf carts and equipment are sanitized before and after each use
- On the course:
  - a) touching or moving flagsticks is not allowed
  - b) hands must be sanitized before retrieving ball under the putting green



### MEETING / CONFERENCES

- All spaces are re-organized to guarantee 1 meter distancing of delegates when seated
- Digital registration of participants is strongly recommended
- All meeting collaterals should be preferably delivered individually and / or with digital support
- Podium and speakers table are set to facilitate presentations without wearing personal protective equipment
- Technical equipment is sanitized before and after each individual use



### CLUB

- Advance reservation is mandatory as access is limited
- Lockers are sanitized before and after each use



### STAFF

- Our employees are accurately trained in safety procedures and health protocols.
- Employees periodically undergo nasopharyngeal swabs



### CERTIFICATION AND HEALTH CARE

- Terme di Saturnia is a **ISO 45001:2018** certified company for Occupational Health and Safety Assessment Series.
- Medical Doctors on premises.



### Terme di Saturnia

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