



 **COSTAVERDE**
C E F A L Û - S I C I L I A

On Holiday...For Sure!

FAQ

Measures to contain the spread of Covid-19

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Following the **Italian Government indications** and the **OMS recommendations**, CostaVerde Hotel applies the **procedures to avoid the spread of the Coronavirus pandemic – Covid-19** inside the Hotel.



What is the Covid-19 disease and how to protect yourself from infection?

Coronaviruses are a large family of viruses that cause illness, COVID-19 is the infectious disease caused by the novel coronavirus (SARS-CoV-2). It was identified for the very first time in the city of Wuhan, in China.

To protect yourself and others from infection it is necessary to have an appropriate personal hygiene, regularly wash your hands, wear face masks and gloves if necessary and practice social distancing.



What to do if you think you fall ill?

If you have Covid symptoms such as fever, cough, difficulty breathing, muscles pain, tiredness and stomach ache, you have to isolate yourself from others and immediately inform the Staff of the Hotel who will contact local medical services.



Which are Hotel's preventive measures?

Staff will wear, if necessary, personal protective equipment and will respect social distancing. All common areas will have guided paths to avoid crowds, rooms and common areas will be frequently sanitized and there will be few dispensers with alcohol-based disinfectant.



How will we welcome our guests?

As laid down in the regulation, guests will find a guided path once arrived at the hotel, which will take them to the reception. It could be necessary to check their body temperature, while respecting the Privacy policy.

After the check-in through a guided path, in order to respect social distancing, you will be able to enjoy your stay in our sanitized rooms.



How to eat at the Restaurants?

Our restaurants can assure to our guests a safe service.

Buffets will be served by our staff upon your indication and, to keep social distancing, you will find a guided path along the whole buffet.

It will be assigned a table for your family which will be well-distant from others. At the restaurants you will find gloves and alcohol-based gel for hand washing.

All the equipment used will be frequently sanitized by our staff.



How to eat and drink at the bars?

Tables will be well-spaced between them in common areas both inside and at the outdoor terrace.

There will be a mandatory path for counter service and our guests will have the chance to ask for the table service.

Tables and chairs will always be sanitized before being used.



What about beach and pools?

CostaVerde Hotel has two big pools and an equipped beach with a restaurant.

To assure you social distancing, umbrellas and deckchairs will be placed in a 10 sqm area for a maximum of 4 people.

We recommend you to use your personal beach towels even if our staff will frequently sanitize a deckchairs. In these areas there will be dispensers with alcohol-based disinfectant. Our Staff will periodically sanitize all the equipment used by our guests.



How will the Animation Staff work?

Our animation staff will always work to entertain our guests by respecting the anti-contagion norms, in this way our guests will spend a funny and relaxing holiday. To avoid crowds, it will be not possible to practice team sports (volleyball/beach volleyball) but you could always practice individual sports (e.g. tennis/bowling/archery/ping-pong/water gym/canoeing/mini golf).

How will the Animation Staff work?

Our Animation staff will propose different activities at night such as cabaret, shows, live music and karaoke. All the activities will take place at different times and areas of the hotel.

We will always offer the chance to enjoy activities like the happy hour and coffee games, and you will also be able to have a guided walking tour and other things upon reservation.



How can you access to the Spa?

It will be possible to access to the Spa upon reservation.

Staff will wear personal protective equipment and all the cabins and common areas will be frequently sanitized. You will also find dispensers with alcohol-based disinfectant.



How to get assistance and more information?

You will find multilingual signs in different areas of the hotel with the instructions that have to be respected to prevent Covid-19 spread.

You will also find information on the TVs inside the rooms and on our website www.hotel-costaverde.it.

Our receptionists will be always at your disposal in case you need more information and further assistance to let you all spend a safe holiday.





www.hotel-costaverde.it

HOTEL
+39 0921 931 133
prenotazioni@hotel-costaverde.it