



**HOTEL  
EXCELSIOR**

VENICE LIDO RESORT

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Dear Guest,

The Hotel Excelsior management team is looking forward to welcoming you back this upcoming season.

The safety and well-being of our guests and employees remains our priority and we will ensure an operational plan that guarantees a safe environment for everyone.

Therefore, we have put in place a preventive plan, in compliance with the specific procedures issued by WHO, local and national public health authorities, to ensure reducing the risk of Covid-19 contamination.

The adaptation to the new security regulations has created some noticeable changes in the hotel operations and we have tried to minimize the impact this could have on your stay.

Our main objective is to give our guests the standards and the safety you expect from us, in particular in these unprecedented times. Hence, our aim is that all areas of the hotel, such as rooms, restaurants, all common areas, are subject to special cleaning protocols, in order to ensure the requirements of the governmental health security provisions.

Staff members have been trained to strictly comply with the basic protective measures recommended by WHO, local and national public health authorities and are knowledgeable about all procedures.

We are pleased to share with you our main actions to make your stay safe.

Should you have any specific enquiries about the hotel's policy, in terms of the preventive measures established or any other services that you may require, please contact us at [info@hotelexcelsiorvenezia.com](mailto:info@hotelexcelsiorvenezia.com).

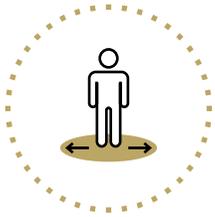
Sincerely, Your Management Team



## **OUR COVID -19 PREVENTATIVE MEASURES**



Following recent government and local authority instructions, we are delighted that we can once again welcome you to our Hotel. We would like to reassure you about the steps we are taking to ensure our Hotel is a safe environment for a relaxing and enjoyable stay.



To take the best possible care of you, we have implemented a post-COVID-19 action plan in line with national and local public health authority recommendations, which we will review and update whenever new guidance or regulations are issued. This protocol covers effectively preventing and managing cases, mitigating impact on guests and staff, and cleaning and disinfecting rooms in case of illness.



All staff have received training on COVID-19 procedures conducted by an external Health and Safety certified company. Our HR office also carries out continuous weekly training to ensure staff understand and comply with COVID-19 protective measures, as recommended by the WHO (World Health Organization).



The main prevention measures to remember include regular and thorough hand hygiene, social distancing, avoiding touching eyes, nose, and mouth, and good respiratory hygiene. In public areas, we have increased the cleaning and disinfecting of frequently touched objects and surfaces, to reduce the risk of infection.

We aim to provide you with a safe, reassuring environment, whilst minimizing the impact on your guest experience and upholding the high standards of service you expect from us.

# GENERAL INFORMATION



- Our Heads of Department are responsible for implementing these procedures and ensuring full compliance from our entire team.
- Each team member is accountable for their own actions and behavior, and understands their role and responsibilities in preventing infection.
- Each department has a logbook detailing important actions and measures, including the date, sanitization and disinfectants used, who conducted the operations, the location and other pertinent details.

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- When you make a reservation, we will explain our measures to reduce the risk of COVID-19, including our preventative cleaning and room sanitizing processes, team training, social distancing measures and sanitation procedures throughout the Hotel, to make it a safe place for you.
- Our reservation team will ask for as many details as possible to pre-register you, so contact is kept to a minimum on your arrival.

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# FRONT DESK



- Our reception staff are fully trained and informed about COVID-19 so they can safely carry out their assigned tasks.
- They will explain our policy regarding preventive measures or any other services you may require.
- They will check your temperature, and you will not be able to enter if it is above 37.5°C.
- Guests must always wear a mask.
- All our staff have access to hand-sanitizing gel and polyethylene gloves in every work area, as well as disinfectant wipes for the credit card payment terminal, which will be cleaned and disinfected after each use.
- Receptionists and Concierge staff will always wear a mask in the presence of customers and whenever it is not possible to guarantee a safe distance of at least one meter.
- Porters and Receptionists will use a mask and gloves when handling luggage and will keep at least 1 meter safe distance from guests.
- There will be markings throughout the Hotel to indicate the safe distance that everyone, guests and staff, should observe.
- One family member should check-in for all their group, whilst the other members stand back from Reception but remain visible to the Receptionist.

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- For large groups, we will follow a specific check-in procedure to avoid crowding and make the process as quick and efficient as possible.
- During check-in, our team will:
  - ask you if you received our safety, hygiene and other instructions by email prior to arrival, and will send them electronically if necessary.
  - inform you that, if you wish, you can decide not to have daily cleaning service in your room during your stay.
  - give you information covering all the steps we are taking for safety and sanitizing, along with how we are operating the Hotel and restaurants.
  - tell you that we have removed all printed information from rooms and that the Restaurant, In-Room Dining and Minibar Menu, excursions, tours, housekeeping and laundry information and procedures will be displayed on the TV in your room and sent electronically if necessary.
- The Concierge will ensure that any physical contact is limited as much as possible, and will email suggestions and plans.
- Hand sanitizing dispensers containing hydro-alcoholic solutions and polyethylene gloves will be highly visible and widely available for guests in areas throughout the Hotel.
- All surfaces will be disinfected after each guest leaves the front desk.
- We will ask you in advance for your check-out plans so your bills can be made ready.
- To facilitate express check-out, we will email your bill or print it and deliver it to your room, the evening before your departure.
- Reception staff will have the telephone numbers of health authorities, medical centers, public and private hospitals, and assistance centers available immediately, in case a guest is ill.

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# ROOMS



- Room attendants and porters will wear a mask and gloves, as well as the PPE provided.
- Daily room cleaning will only take place when guests are outside the room.
- Your room will always be cleaned thoroughly, in line with our cleaning and disinfection program, paying particular attention to all surfaces that could be touched by hands or potentially spread the virus.
- If you wish, your room can be made up just once for your stay, with the towels replaced once per day.
- A special protective kit including a mask, gloves, hygienic wipes and hand sanitizing gel containing hydro-alcoholic solution, will be provided in your room.
- Coffee machine, glasses, cups, napkins will be provided on request, and sanitized both when placed in and removed from your room.
- All printed information will be removed from rooms. Instead, the information will be displayed on your TV and sent by email.
- All non-essential items will also be removed.
- The room will be thoroughly sanitized after each guest departure.
- Trolleys with used linen and trolleys with clean linen will be kept apart at all times.
- We have reorganized our laundry service to fully implement COVID-19 preventative measures.

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# FOOD & BEVERAGE



- We have implemented a table reservation service to avoid crowding at our Food and Beverage outlets.
- We will compile a list of guests and customers who have booked and used the restaurants and bars, and keep it for 14 days.
- Hosts and Managers will ensure physical distancing of at least 1 meter is maintained.
- Guests with restaurant reservations will receive a call to their room to tell them when their table is ready.
- We will check your temperature, and you will not be able to enter if it is above 37.5°C.
- All our staff in the breakfast room, restaurant and bar will pay rigorous attention to hygiene and wear a mask and gloves during service.
- Guests and customers must continue to wear a mask until they reach their table.
- Hand sanitizing dispensers containing hydro-alcoholic solutions will be available and highly visible at restaurant entrances and exits.

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- In line with WHO recommendations, we have arranged tables to ensure there is at least 1 meter of separation between customers.
- We have removed paper menus; instead the menu will be displayed on screens.
- We have replaced buffets with à la carte services.
- We are encouraging use of outdoor spaces, always maintaining at least 1 meter safe spacing.
- All surfaces likely to be touched by guests or customers will be disinfected at least once for each service (or several times during the service, if necessary).
- Dining tables, bar tops, stools and chairs will be disinfected after each use.
- During Room Service, we will aim to avoid any direct contact with guests.
- The room next door to suites/families will be available for dining (at an extra charge).
- Dishes, glasses, cutlery and all associated items will be washed at the recommended temperature for effective disinfection, including items that have not been used but may have been exposed.
- We will carry out a similar process for tablecloths, napkins and other table fabrics, to ensure the removal of pathogens.

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# KITCHEN



- Staff will wear the PPE provided throughout the working day in line with WHO guidance, with a specific bin for discarded single-use PPE.
- Strict hygiene protocols will be followed by all Hotel staff and monitored by the person responsible:
  - Anyone who enters or leaves the kitchen must immediately wash their hands, and wash them again for every new activity, as the use of gloves alone does not guarantee protection.
  - Employees who do not work in the kitchen must not enter it under any circumstances.
  - Entrance flows will be monitored in all sensitive areas, including dirty/used materials.
  - Cooks will wear a mask and gloves and, throughout the working day, keep a safe distance of 1 meter from other people as far as possible, and avoid working face to face.
- Staff will follow advice to avoid touching their eyes and face with their hands.
- All utensils and kitchen surfaces will be clean and disinfected after every service.
- Dishes, glasses, cutlery and all associated items will be washed at the recommended temperature for effective disinfection, including items that have not been used but may have been exposed.

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# EVENTS



- Site inspections will always be scheduled in advance and will be carried out when the areas involved are closed off from guests and customers. The rooms and areas will be sanitized before and after the inspection. When possible, 360° virtual tours will be used to limit physical contact. Events and Sales & Marketing staff will wear a mask and gloves.
- The room and desks will be set up as arranged with customers, in accordance with the maximum permitted capacity and to ensure at least 1 meter of separation between customers.
- Tables can only be provided with a disinfected glass in a sealed bag and a glass bottle of water.
- All materials, such as sheets of paper, notebooks and pens will be offered on request. At the end of the session, any materials remaining will be disposed of.
- We will check your temperature, and you will not be able to enter if it is above 37.5°C.
- Automatic hand sanitizing dispensers containing hydro-alcoholic solutions will be provided in prominent locations near the event room entrance.
- A Safety Station with gloves, mask and sanitizer will be available in Meeting and Event rooms.
- All coffee stations will be replaced by snacks and drinks if requested, served in sealed and individually disinfected packages.
- After customers leave the Meeting Room, it will be disinfected in accordance with our cleaning and disinfection protocol, and then kept closed to reassure the next customers that their meeting room has been sanitized thoroughly and is ready for their use.

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# STAFF



- All staff have received training on COVID-19 procedures conducted by an external Health and Safety certified company. HR will carry out continuous training on a weekly basis.
- Each office and back of house area in the Hotel will have a touchless sanitizer; hand wash and sanitizing must be carried out according to the signs clearly displayed.
- Colleagues across all departments will be given masks and gloves to be worn at all times, in addition to the specific PPE needed for their own job, to provide the protection required by the authorities. We will give instructions on how to use them to avoid contamination.
- Rigorous hygiene and frequent hand washing with soap must be carried out to prevent the spread of virus.
- All colleagues will be instructed to wash their hands, or to use sanitizer when a sink is not available, for 20 seconds every 60 minutes and after any activities.
- Shared tools and equipment, such as phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, trolleys and all other direct contact items, will be sanitized before, during and after each shift or anytime the equipment is used by a different colleague.
- Uniforms must be cleaned and sanitized properly with a steam press or hot iron.

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# GENERAL MAINTENANCE



- Colleagues must follow the instructions on the information signs throughout the property, on the correct way to wear, handle and dispose of masks, use gloves, wash hands, sneeze and to avoid touching their faces.
- Water disinfection: we will maintain an appropriate concentration of disinfectant agents in water intended for consumption and in swimming pools, within the limits dictated by international standards. Water in the Hotel's fountains will be treated in the same way.
- We will regularly check the correct functioning of laundry and dishwasher equipment, particularly the washing temperatures, and the correct dosage of detergents and chemical disinfectants.
- The air-conditioning, ventilation and air exchange systems will be carefully checked, with particular attention to air quality (especially when cleaning filters) and the rate that external air is introduced to replace air circulating inside.
- Hotel microclimate:
  - We will monitor the ventilation systems' performance throughout the property, with particular focus on indoor air quality and maintaining effective air circulation and exchange.
  - We will ensure natural ventilation for all rooms with outside-facing windows throughout the day, at least one hour before and up to one hour after access by the public, whilst making sure we prevent draughts or excessive cold or heat.
  - We will increase the frequency of incoming air filter replacement.
  - The heating/cooling system heat pumps, fan coils and convectors will be rigorously

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- cleaned according to the manufacturer's instructions, to maintain air recirculating filtration quality.
  - Colleagues must clean ventilation intakes and grilles with clean microfiber cloths moistened with soap and water or 75% ethyl alcohol.
  - Colleagues must avoid using detergent or disinfectant spray-cleaning products directly on the filters, to prevent inhalation of polluting substances.
- Colleagues will regularly check the soap dispensers, disinfectant solutions, disposable wipes and other hygiene precautions made available to Hotel guests in private and shared areas, and ensure dispensers and other equipment is functioning correctly.
- Particular attention will be paid to bathrooms in areas used by guests or by staff, and other frequently used areas, such as restaurant and bar entrances and exits.

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# PUBLIC AREAS



- We will remove all printed material such as brochures, fact sheets, menus and other physical materials from common areas of the Hotel, and replace them with electronic information displayed on screens and TV.
- We will pay particular attention to cleaning objects that are frequently touched, such as handles, elevator buttons, handrails, switches, door handles, etc.
- Lifts: call buttons and outer doors, selection buttons for floors and inner doors will be cleaned every hour. Hand sanitizing dispensers containing hydro-alcoholic solutions will be available in the lobby or in the lift cabin.
- Public bathrooms: sanitizing gel will be available at the entrance to the bathroom; waste bins will have a lid and pedal. Access to bathrooms will be controlled to maintain safe distancing.
- Wherever possible, public areas will have separate entrances and exits, accessed by different, clearly-marked routes.

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# SHOPS



- We will check your temperature, and you will not be able to enter if it is above 37.5°C.
- The shop manager is responsible for training sales staff in COVID-19 procedure, for complying with current regulations in the shop, and providing appropriate certification to the Hotel.
- Access to shops will be arranged to avoid crowding and ensure at least 1 meter separation is maintained.
- Customers and shop staff must wear a mask at all times.
- Hand sanitizing dispensers containing hydro-alcoholic solutions will be highly visible and widely available, particularly at the entrance and exit, to encourage guests and staff to use them frequently.
- Shops will be thoroughly cleaned and disinfected daily.
- We will increase air exchange frequency in indoor areas.
- Please use electronic payment methods whenever possible to avoid handling cash.

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# GYM



- We will clearly display full information on our COVID-19 prevention measures for the benefit of all our gym users.
- We will also display the rules for using the gym and there will be a disinfection mat at the gym entrance.
- To avoid crowding, activities will be carefully scheduled and access will only be possible through our reservation system. All those attending the gym will be noted on a list which we will keep for 14 days.
- We will check your temperature, and you will not be able to enter if it is above 37.5°C.
- A colleague will be present to monitor use of the gym, verify compliance with regulations and disinfect equipment after every use.
- We will control access to different areas and waiting spaces, and use the machines to delineate areas, to ensure the following safe distancing:
  - at least 1 meter for people while not exercising,
  - at least 2 meters during physical activity (with particular attention to intense activity).
- Bottles of water will be available on request and our attendant will wear a mask and gloves when

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delivering towels to each guest.

- Hand sanitizing dispensers containing hydro-alcoholic solutions will be highly visible and widely available, particularly at the entrance and exit, to encourage guests and staff to use them frequently.
- The Gym Manager will ensure machines and equipment are disinfected after each individual person has used them.
- The entire gym environment, machines and equipment will be cleaned and disinfected several times throughout the day, and disinfected again at the end of the day.
- When using the gym, please wear footwear used only for this purpose.
- Please keep all your clothing and personal items stored inside your personal bag.

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# POOL



- Before opening the pool, we will use laboratory analysis to confirm the water meets chemical and microbiological safety parameters.
- Whilst the pool is open, we will continue to carry out laboratory analysis at least monthly and after any event that requires immediate testing.
- We will continue to check the effectiveness of the water treatment chain and the active chlorine parameters to ensure they provide the level of infection protection set out by the government.
- These checks will be carried out at least every two hours. We will promptly implement corrective measures if the levels do not comply or are close to the limits.
- We will clearly display information on measures for safe use of the pool, and to encourage guests to maintain at least 1 meter distancing.
- To avoid crowding, access to the pool will only be possible through our reservation system. All those using the pool will be noted on a list which we will keep for 14 days.
- We will check your temperature, and you will not be able to enter if it is above 37.5°C.

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- Hand sanitizing dispensers containing hydro-alcoholic solutions will be highly visible and widely available, particularly at the entrance and exit, to encourage guests and staff to use them frequently.
- Dispensers will also be provided in frequently used areas, in the solarium and at strategic points, to encourage everyone to maintain safe hand hygiene.
- We will delineate areas in the showers to ensure at least 1 meter social distance.
- Please keep all your clothing and personal items stored inside your personal bag.
- To avoid crowding, we will manage distancing as follows:
  - in the solarium and green areas, at least 7 m<sup>2</sup> floor area per person.
  - in the pool, at least 7 m<sup>2</sup> water area per person.
- We will arrange equipment such as deck chairs and sunbeds to create dedicated pathways, ensuring at least 1.5m social distancing between people who are not in the same family or sharing accommodation.
- Common areas, changing rooms, showers, cubicles and toilets will be regularly and frequently cleaned and disinfected.
- Equipment such as sun beds, deck chairs, etc. will be disinfected after each individual person or family has used them, and disinfected again at the end of the day.
- The usual rules of safety and hygiene in the swimming pool will still apply.

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# BEACHES



- We will clearly display full information on our COVID-19 prevention measures in several languages, for the benefit of all our guests and customers.
- We will check your temperature, and you will not be able to enter if it is above 37.5°C.
- Access to the beach area will only be possible through our reservation system. All those using the area will be noted on a list which we will keep for 14 days.
- Customers will be accompanied to their reserved beach umbrella by a beach steward or other suitably trained member of staff, who will explain our COVID-19 prevention measures.
- Hand sanitizing dispensers containing hydro-alcoholic solutions will be highly visible and widely available, to encourage customers and staff to use them frequently.
- Staff must wear a mask and have hand sanitizing gel available.
- We will control access to the area to avoid crowding and ensure at least 1 meter of social distancing between customers.

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- The beach umbrellas will be arranged to ensure a surface area of at least 12m<sup>2</sup> for each umbrella.
- We will arrange other beach equipment (sunbeds, deck chairs) that is not within the beach umbrella area, to ensure at least 1.5m social distancing.
- All beach equipment will be disinfected after each individual person or family has used them, and will be disinfected again at the end of the day.
- We will also frequently clean and disinfect common areas, changing rooms, cubicles, showers and toilets.
- We will ensure compliance with our rigorous cleaning and disinfection policies for all services, and maintain at least 1 meter social distancing between people.
- We are sorry but we cannot allow any group recreational or sporting activities which may cause crowding or infringe the 1 meter social distancing rule.
- Please use electronic payment if possible when booking.

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# BOATS



- All staff have received training on COVID-19 procedures conducted by an external Health and Safety certified company. HR will carry out continuous training on a weekly basis.
- We have limited the number of people per boat to ensure social distancing of at least 1 meter between customers.
- The boat will be thoroughly disinfected before every arrival.
- Disinfectant wipes and hand sanitizers will be available for guests.
- Drivers will wear a protective mask and gloves.
- Guests should also wear a mask.

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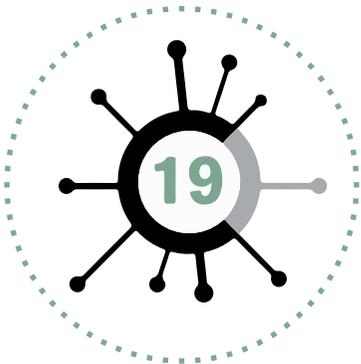
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## SUPPLIERS OF GOODS AND SERVICES



- All contractors and suppliers of goods and services will follow safe working systems and will also provide certified systems for preventing the spread of COVID-19.
- All packages and goods delivered for meetings and individual guests will be delivered to our goods receiving area and sanitized in accordance with Hotel procedures.

## IN CASE OF COVID-19



- If a guest develops symptoms of acute respiratory infection, we will immediately minimize that person's contact with all other guests and staff.
- Reception and other Hotel staff will follow the procedures in our action plan for this situation. Measures for managing contacts are found in the [WHO Interim Guidance on Home Care for COVID-19 Patients With Mild Symptoms and Management of Their Contacts.](#)

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