



OUR COMMITMENT, YOUR SECURITY

FOLLONICO is our home, where we have been welcoming our guests since 2009. The protection of health is a duty towards ourselves, our children, our staff and all our guests.

We have always operated in compliance with the Ministry of Health's hygiene-health protocols (HACCP protocol on food safety) and, since 2019, with the legal provisions to guarantee the quality of the bathing water in our swimming pool.

Today, like yesterday, we will scrupulously follow the instructions of the competent authorities in order to prevent the risk of Covid-19 infection.

We will do it with a smile, even if covered with a mask.

GENERAL PRINCIPLES FOR THE REDUCTION OF DIRECT AND INDIRECT CONTACT RISK

- All staff will wear protective gloves and masks in the presence of one or more people inside the premises of Follonico. And when it will not be possible to keep the distance of 2 meters in the outdoor areas
- An alcohol-based disinfectant for hand cleaning will always be present at the entrance of each indoor environment and in the swimming pool area. Disinfection is required at each access.
- We have trained our staff to ensure the daily sanitization of our rooms and to comply with the legislation in force.
- We sanitize all the common areas once a day, both indoors and outdoors (see swimming pool), with special 180 ° steam jet instruments and the addition of disinfectant.
- If you do not have one, we will be happy to provide you with a free mask for the duration of your stay.
- In addition to the 180° steam jet disinfection, from 2021 we will use a OZONE machinery to sanitize rooms at every check out.

REDUCTION OF THE CONTAMINATION AT CHECK-IN and CHECK-OUT

- Check-In: In order to make the procedure effective but at the same time safe, we will send a mini guide with essential information a few days before check-in. We will also ask you to notify us, via Whatsapp at +39 333 380 3799, of your arrival 15 minutes in advance. This will allow us to find ourselves ready and facilitate the procedure. We will need some personal data in order to proceed with the registration of your presence according to the law, we will send you together with the memo a form to be returned filled in on the day of your arrival (if you wish you can send it by email a few days in advance)
- Check-Out: Please communicate the approximate check-out time the day before. So make this step as fast as possible. We are gearing up to send you a link with the receipt of your stay and make you pay via the internet in order to avoid making you stay in indoor environments for too long.

REDUCTION OF THE RISK OF CONTAMINATION IN THE ROOM

- Before the season reopening we provide an extraordinary cleaning and sanitization of the entire building, including independent air conditioning / heating systems for each room.
- All linen is washed at high temperature with soap and disinfectant. It is disinfected again with special machinery after being placed in your room.
- At each change of guest we will provide a complete sanitization of the room, with particular attention to the areas most exposed to a potential indirect transmission of the virus (sink, taps, light switches, thermostat, mini bar, safe)
- Every room has private outdoor entrance, no corridors or hallways to share with other guest and/or staff.
- Our staff has been instructed to follow the room sanitization procedure
- From 2021, in addition to all the previous adopted procedures, we will sanitize all the guest rooms with a OZONE Disinfecting Machines. This procedure requires at least 30 minutes per room, at every check out. In busy days with multiple check-in/out, this may delay the availability of the room for new guest. For this reason we will guarantee the availability of the room only from 16.00 . We trust you will understand and be patient.

REDUCTION OF THE RISK OF CONTAMINATION AT THE POOL

- We sanitize the equipment available to our guests every day
- We invite you to always use the same deckchair or cot during the same day
- We positioned the equipment at a safe distance so that you don't have to wear a mask while relaxing in the sun
- Although not mandatory, we invite you not to enter the water when someone other than your partner is present.
- To allow everyone an enjoyable experience in the pool, please do not exceed the time of use in order to allow others to be able to use the service
- Our salt filtering system guarantees the quality of our bathing water. Even before the Coronavirus emergency, the legislation required us to analyze the tank water twice every season in order to verify that the filtered water was in no way contaminated by viruses or bacteria. Since 2020 the water sampling and test are done every 30 days. In order to be even more sure that the while filtering apperals are working properly

REDUCTION OF THE RISK OF CONTAMINATION AT BREAKFAST/FOOD SERICE

- At the entrance of the breakfast room, the alcohol-based sanitizing gel was placed for cleaning the hands
- The use of a mask is required inside when entering and exiting, or when not sitting
- Breakfast will be entirely served at the table by our staff equipped with specific individual protections.
- All cutlery and glasses are washed at high temperature and disinfected
- When seated, our guest are required to keep a distance of 1 meter from other guests who do not belong to their family unit. So even if we understand the conviviality atmosphere that FOLLONICO may inspire you, please remain seated at the spot assigned to you when having breakfast.