



HOTEL MASCAGNI

ROME



Safety protocol for controlling the spread of COVID-19

**New standards of hospitality,
cleanliness and hygiene for Guests and Staff**

“Hygiene and cleanliness have
always been essential principles for those working in
the hospitality industry.”

*Travelling is always a pleasure, and we can continue to do
so in the COVID-19 period by implementing some simple
precautions, now being used all over the world. Working together
and being civic-minded is essential to contain the spread
of the virus and enjoy your holiday in complete relaxation.*



THE THREE FUNDAMENTAL RULES



Using a mask



Social distancing by at least 1 meter



Washing hands often and thoroughly with soap.
Alternatively use a sanitising gel

On Arrival



We have upgraded our technology to reduce the time spent at the reception desk upon arrival. Whenever possible we will enter the information communicated by guests who have a reservation in advance.



In the Hall there are toilets, hand sanitising gel and signs with the main anti COVID-19 indications issued by the Italian and International Health Authorities.



It is obligatory to check your temperature on arrival. If your temperature is higher than 37.5°C / 99.5°F you will not be able to enter the hotel premises and continue with the check-in.



Our Reception is equipped with Plexiglas panels, floor markings and a path to maintain an adequate distance between people.

In the Hotel



- There are several signs to remind you of the most common COVID-19 spreading containment regulations.
- You must wear a mask in all common areas: in the Hall-Reception, at the Bar, in the breakfast room when you are not at the table, in the lift, and on the stairs.
- The lift can be used one room at a time and wearing a mask.
- Before reopening the entire hotel, its rooms and equipment have been sanitised by a certified company. This activity will be repeated on a regular basis.
- In addition to standard maintenance, a certified company has carried out an extraordinary cleaning and sanitisation of the filters of the air conditioners and ducts of the air handling unit.
- All daily and periodic cleaning of the common areas has been stepped up.
- Wherever possible, we make sure there is a frequent circulation of natural air. This may result in a higher than normal ambient temperature. We apologise, but it is essential to ensure high safety standards.
- Baggage in storage is sanitised and the storage room is cleaned frequently.
- We have added disinfection of the most frequently touched parts such as handles, TV remote controls, telephones, internet point, lift buttons and more.
- Bathrooms in common areas continue to be cleaned using chlorine-based products.
- The price lists and information in the common areas and rooms have been removed and digitised: there is now a QR code. Plasticised and sanitised price lists are available on request.
- A courtesy kit with mask and gel is available on request of the guest.
- Pedal operated lidded bins are provided for the proper disposal of masks.



In the Room



- Daily and periodic room cleaning has been stepped up.
- We have increased the time for natural air circulation in the rooms, both when stopping and leaving.
- We have added disinfection of the most frequently touched parts of the room, such as light switches, TV remote controls, telephones, thermostats, hangers, door handles, coffee makers, and more.
- The TV remote control and the phone are delivered to new Guests in a sterile disposable bag.
- You can ask the staff not to access your room during your stay.
- Bathrooms continue to be cleaned using chlorine-based products.
- The linen in the room is sanitised and sterilised at high temperatures and certified.
- On departure, the room is cleaned, disinfected and sanitised by spraying certified products.

In the Breakfast Room



- Near the room there is a bathroom for Guests and a hand sanitising gel.
- We have spaced the tables in accordance with regulations.
- You can read the menu by framing the QR code with your mobile phone. Alternatively, a sanitised plasticised menu is available on request.
- Breakfast served at your table or from a buffet served by the staff. Advance booking may be required.
- The staff always wear masks and gloves when preparing food and drinks or serving guests.
- We have been following the strictest HACCP hygiene and self-control procedures for many years.
- We have stepped up daily cleaning and sanitising of the most frequently touched items such as cutlery, handles, switches and more.
- Several items are disposable, such as place mats, napkins, condiments and more.
- You must wear a mask when you are not sitting at the table.

Our Staff



- Staff have been trained on the new standards of safety, hygiene and sanitation. Regular further training will also be provided.
- All staff wear safety equipment, such as masks and gloves, especially in the presence of Guests.
- Staff will also maintain a social distance of at least one metre, both between colleagues and Guests.
- Access to the hotel is prohibited with a temperature above 37.5 °C/ 99.5°F or with obvious flu symptoms.
- As required by law, a working group has been created in the hotel to monitor the application of all measures by Staff and Guests. If necessary, it will update and improve the protocol.



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