

These indications apply to the hotel accommodation facilities, complementary structures and farmhouse accommodations.

- Predispose appropriate informations about prevention measures, understandable for foreigner customers too;
- There may be a customers' body temperature measurement and the access to the structure may be forbidden if the temperature would exceed 37,5°C;
- Manager and workers can't begin their work shift if their body temperature is over 37,5°C;
- It's necessary to ensure the respect of at least 1 meter of interpersonal distancing in all the common areas and to encourage the differentiation of the paths inside the structure, with special attention to the entrance and exit zones. It's suggested, for this purpose, to post some informative signs and delimit the spaces (for example, with stickers on the floor, little balls, path marker tapes, etc.);
- The location assigned to the reception and the cash can be equipped with physical barriers (like screens); anyhow, it's recommended to encourage electronic payment and online reservations, with automatic check-in and check-out system, if it's possible;
- The receptionist has to sanitize the work surface and the equipment, at the end of his work shift;
- Customers must always wear a protective mask, the employees must always wear the protective mask in presence of customers and when it's not possible to guarantee the interpersonal distancing of at least one meter;
- It's necessary to ensure wide availability and accessibility to hands hygiene systems, with hydro-alcoholic solutions placed in various spots into the structure, encouraging the frequent use by customers and employees;
- Every object provided by the structure to the guest, must be disinfected before and after the use;
- The use of the elevators must consent the respect of interpersonal distancing, even with the facial mask, providing for any exceptions in case of members of the same family/group of travelers. However it's preferable to use the elevator one person at a time;
- It's necessary to guarantee the frequent cleaning and disinfection of all the room and places, with particular attention to the common areas and the most frequently touched surfaces (handrails, light switches, elevator buttons, doors and windows handles, etc.);
- For what concerns the microclimate, it's fundamental to verify the ventilation characteristics of the rooms and the ventilation systems and also to create and maintain adequate indoor air exchange and quality. For a suitable microclimate it's necessary:

- To periodically guarantee the natural ventilation during the day in every room with opening to the outside, where are present workstations, internal staff or external users (including the meeting rooms and the openspace rooms), avoiding drafts or excessive cold/hot during the natural air exchange;
- To increase the frequency of maintenance/replacement of the filter packs of entering air (eventually adopting more efficient filter packs);
- Concerning the air expulsion external point, to assure that the conditions of the system remain the same, avoiding the arise of hygienic-sanitary inconveniences in the space between the aspiration point and the expulsion point;
- To activate the entering and extraction of the air at least one hour before and until an hour after the entering of people;
- In case of service rooms without windows like archives, dressing rooms, hygienic services, etc. but equipped with fan/mechanical extractors, to maintain these equipments on active for all the working time;
- For what concerns the connection spaces between the rooms of the building (like corridors, transit areas, waiting areas), normally having less ventilation or no dedicate ventilation, the manager will have to pay more attention to avoid the staying or the crowding of people, by adopting organizational measures so that these places will be occupied just for the transit or for quick breaks;
- In bulding presenting specific ventilation systems with external air provision, using controlled mechanical ventilation, to totally avoid the air recirculation function;
- For the heating/cooling systems using heat pumps, fancoil or convectors, whenever it's not possible to guarantee the right air contidioning of the spaces holding the systems still, it's necessary to clean the recirculation air filters following the instruction of the manufacturer, with the system turned off, to keep adequate levels of filtration and removal;
- The ventilation outlets and grills must be cleaned with clean microfiber clothes, moistened with water and soap or 75% aethyl alcohol ;
- Avoid using and spraying detergent/disinfectant spray cleaning products directly on the filters to prevent the inhalation of pollutant substances during the working.
- For the restaurant activities, follow the appropriate card