

*Dolomiti Heritage*  
*Monte Cherz*  
HOTEL

Dear Guest,

we are experiencing a very difficult time, for this reason, in order to ensure maximum safety for our Guests and our Collaborators, we are giving you some information about the management of Covid-19 within our hotel. These simple rules will allow you to peacefully organize your holiday in the Dolomites.

*OUR GUESTS ARE PLEASED:*

The possession of Green Pass is mandatory in order to enter in Italy.

To ensure effective room sanitation, it will not be possible to anticipate check-in before 15:00.

Sign for acceptance, the Covid-19 information provided during the check-in on the measures to combat and contain the spread of the infection.

Wear the mask throughout the facility except when sitting at the table or inside your room. In case of need it will be possible to purchase the disposable mask at the Reception.

Undergo a body temperature measurement during the check-in, in order to verify that it is not higher than 37.5 ° C.

Respect the safety distance of 1 meter from unrelated people and do not create groups inside the structure.

Disinfect your hands often with the gel made available at various points in the hotel.

Keep your room cards with you until the check out.

The Management reserves the right to remove unruly Guests from the structure, prior the payment of the full reservation.

*HOW TO BEHAVE IN THE ROOM:*

Guests are free to choose whether or not they want the daily rearrangement, those who do not want it are asked to notify the Reception.

Please do not stay in your room while the floor servants tidy up the room.

In order to air the room before the housekeepers enter, please cantilever the window when you are about to leave the hotel.

The disinfectant gel will be present next to each access to the elevators.

*HOW CLEANING AND DISINFECTION TAKE PLACE:*

The cleaning of the room on the day of departure / arrival takes place as follows:

The chamber is aired for at least 20 minutes. The pillows and duvets are aired and disinfected with a special

product "medical surgical device Reg. Min. Health n. 18644 ". The phases that involve cleaning the surfaces comply with the directives of the national health protocols: removal of the coarse elements of dirt, rinsing with



water, application of the detergent, rinsing of the detergent with water, disinfection with alcohol or chlorine-based products. Curtains and sofas are disinfected with a special product "medical surgical device Reg. Min. Health n. 18644 ". The linen is washed in the washing machine at high temperatures with the use of a special disinfectant product "medical surgical device Reg. Min. Health n. 18644 ".

#### HOW THE MEALS ARE SERVED:

We kindly ask our Guests to wait at the entrance of the restaurant respecting the distance from other guests until our assistance team will welcome you and personally accompany you to the table.

The rich sweet and savory buffet breakfast is served by a dedicated waiter. Self-service will therefore not be possible. The buffet will be equipped with protective barriers in Plexi Glass. Guests are requested to respect the safety distance while waiting their turn to be served.

Dinner is served, as usual, with the Italian service. The vegetable buffet is replaced by a fresh mixed salad at the table for each diner.

The tables are arranged in such a way as to ensure spacing.

Each room is equipped with a disinfectant gel and is ventilated frequently.

The kitchen will be disinfected frequently by a specially trained employee.

#### WELLNESS CENTER

Use of the Wellness Center is permitted upon possession of a valid green pass, acceptance of the regulations and upon reservation in order to guarantee the quota.

The Finnish Saunas only will be open as they reach temperatures above 80 ° C

The whirlpool will be usable as it contains chlorine, the parameters of which are daily checked and regulated according to the indications of national health protocols.

We inform our guests that there is an obligation to keep the distance of at least 1 meter from unrelated people, both in the common areas and in the Finnish sauna and whirlpool.

Inside the saunas it is possible to access only with related people. If not, please wait your turn. There is an obligation to wear a mask even inside the wellness area.

It is mandatory to take a hygienic shower in the room before entering the wellness.

It is forbidden to move the beds with respect to how they are positioned by the Hotel to ensure spacing. Those without one can find it on sale at the reception.

Guests are asked to disinfect their seats (beds and saunas) with the appropriate products made available in the COVID-19 stations within the Wellness Center.

The beds will be positioned in order to respect the safety distance in the case of people not joined.

The disinfectant gel will be present in the room.

The premises will be disinfected frequently.



All areas are under video surveillance. In addition to video surveillance, regular checks will be carried out by the company management to ensure the spacing and use of the mask.

In case of a decree that provides for the closure of the Wellness Centers, no discounts will be applied to the list prices.

#### DISINFECTION OF COMMON PREMISES:

All common areas will be ventilated frequently depending on the turnout

All common areas, including the lift, will be disinfected several times a day, paying particular attention to frequently touched objects such as: handles, buttons, supports, etc.

Room cards are disinfected at each guest change.

The curtains, the armchairs, the cushions, as well as all the surfaces and fabrics in the common areas are regularly disinfected several times a day with special products marked "medical and surgical unit Reg. Min. Health n. 18644".

#### THE COMPANY PROTOCOL FOR THE CONTAINMENT OF CONTAGION FROM COVID-19 VIRUS

On 25.06.2020 the Committee for the application and verification of the rules of the regulatory protocol was established in the company, consisting of:

The competent company doctor: Dr. De Gregorio Gabriele

The Employer and RSPP: Delmonego Martino

The company also adheres to the Territorial Committee for the contrast and containment of the spread of the Covid-19 virus in the workplace, set up within the Provincial Joint Body, at the Provincial Bilateral Body.

All employees are tested for fever on a daily basis, have been provided with the necessary PPE, have fulfilled the information and training obligations on workplace safety and HACCP required by law, and undergo regular medical examinations.

The members and assistants of the company members attended

in addition to the classic courses on: workplace safety, fire prevention, first aid and HACCP, too the specific COVID-19 course "Reference regulations and regulatory protocols to allow the opening of the tourism sector"

For those who want more detailed information, the protocol is accessible at the Hotel Reception.

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CANCELLATION:

In case of problems related to Covid-19, such as illness or quarantine, accompanied by a medical certificate or decrees to close borders or commercial activities, the deposit will be converted into a voucher to be used by the end of the 2023 winter season.

I don't have the green pass, so I can't buy the skipass and enter in the wellness center

The normal cancellation clauses provided on our site will be applied and there will be no discounts on the official price list.

Partial closure of the Dolomiti Superski lifts:

The normal cancellation clauses provided on our site will be applied and there will be no discounts on the official price list.

Total closure of the Dolomiti Superski lifts:

The deposit will be converted into a voucher to be used by the end of the 2023 winter season.

I have a fever but I don't know if it's normal flu or Covid-19:

In the event of an alleged flu for which it is not yet clear whether it is Covid-19 or not, we request the result of the swab, therefore:

- If the medical certificate certifies Covid-19, the normal cancellation costs will not be applied and the deposit will be transformed into a Voucher that can be used until the end of the 2023 winter season.
- If the medical certificate certifies a normal influence, the cancellation costs provided on our website will be applied (N.B. the penalty percentages refer to the total amount of the holiday, not the deposit). This is why we recommend that you take out a travel cancellation policy in any case.

In case of Lock Down:

The deposit will be converted into a voucher to be used by the end of the 2023 winter season.

They canceled my flight:

In the case of travel restrictions arriving for the period in question due to the coronavirus pandemic, it is possible to change the booking of the stay or convert the advance paid in the form of a voucher. However, if the flight was canceled by the airline as a precaution, free cancellation is not possible.

**Mandatory quarantine on my return:**

In case of travel restrictions arriving for the period in question due to the coronavirus pandemic, it is possible to change the booking of the stay or convert the advance paid in the form of a voucher.

**What happens if a family member gets Covid-19 and I can't / don't want to leave?**

In case of first- or second-degree relatives' illness, please contact travel insurance, which is usually covered by cancellation insurance. If you have not taken out travel insurance, the deposit will be converted into a voucher to be used by the end of the 2023 winter season.

**There is a travel ban in my country of origin, but not in the country of arrival. Can I cancel for free?**

If it is impossible to travel to the holiday destination, a new booking of the stay or a conversion of the advance paid in the form of a voucher is possible.

**What happens if I get sick with Covid-19? Is cancellation free?**

If you are ill with a medical certificate, please contact your travel insurance, as this is usually covered by cancellation insurance. If you have not taken out travel insurance, the deposit will be converted into a voucher to be used by the end of the 2023 winter season.

**I want to cancel for free because my partner, with whom I booked, is a patient at risk:**

In the event of illness or a medical certificate, contact travel insurance, as this is usually covered by cancellation insurance.

**There is a travel ban in Italy. Can I cancel for free?**

If it is impossible to travel to the holiday destination, a new booking of the stay or a conversion of the advance paid in the form of a voucher is possible.

**Can I cancel for free if a second wave breaks out and we have exit restrictions again?**

If it is impossible to travel to the holiday destination, a new booking of the stay or a conversion of the advance paid in the form of a voucher is possible.

The Voucher may be given to friends or relatives in the event that the person concerned is unable to use it.

In all other cases, the normal clauses provided on the info & prices page of our site will be applied.

For further information do not hesitate to contact us.

Best regards,

Management De Dorigo Hotels