

# SAFETY MEASURES

## Working for a safe and pleasant stay at the Hotel Stella

These are some of the COVID-Secure protocols we have put in place to ensure the personal safety of our guests and members of staff:



### Employee training and reception

All our employees are undertaking regular training sessions and comply with our new standards of operation regarding COVID-19 health and safety protocols in order to ensure their personal safety as well as our guests'. We have made check-in and check-out procedures easier and upon your booking confirmation we will agree on procedures based on your requirements.



### More flexible bookings and cancellation policies

We aim at providing more flexible dates for your stay as well as more flexible cancellation policies. When possible, we offer the opportunity to postpone your booking without fee.



### Public areas

We have increased our already deep cleaning, operating sanitation in all public areas such as the reception area, restaurant, public restroom, lift, stairs, lift, tv room, garden. Easy access to antibacterial hand sanitisers is available in all public areas.



### Guest accommodation

We have increased the already extensive cleaning of our rooms; sanitation is put in place before each new arrival. Expect to see clutter free rooms with reduced amenities, such as guest directories and newspapers.



### Restaurant service

In our restaurant tables have been arranged according to the social distancing rules. All meals (breakfast, lunch and dinner) are served at the table by our trained staff wearing masks. If you prefer, you can enjoy your breakfast outside, in our beautiful garden.



### **Beach facilities**

Our affiliated beaches n. 82 and 83 have put in place some measures to ensure the safety of all guests and employees. Umbrellas and sun loungers have been arranged according to the social distancing; deep sanitation of all public areas and controlled access points have been put in place.



### **Accessibility**

Despite being located in the centre of Riccione, our on-site parking and lots of public parking spaces close by, ensure that guests can reach the hotel very easily even by car. We remind you that the hotel is conveniently located within walking distance of both the bus and train station

Please feel free to contact us for any information about **our amenities for summer 2021** or for any further information about the measures we have put in place **to ensure your health and safety during your stay**.

**We are looking forward to welcoming you to Riccione** as smiling as ever, ready to present you with an **unforgettable beach holiday!**