

Palazzino Nina
A Perfect Safe Stay for All Seasons

In light of the COVID-19 pandemic Palazzino Nina shall be taking strict measures in line with the guidelines provided by the local authorities to ensure that you and your loved ones have a safe stay while experiencing the destination's culture and traditions.

This document outlines a minimum set of standards Palazzino Nina is setting in terms of Safety and Sanitation to protect the wellbeing of our guests and staff.

FRONT OF THE HOUSE

Front Office

- **Pre-arrival formalities:** For our pre-booked guests, all check-in formalities will be completed online in order to reduce contact and avoid waiting at the reception.

Entrance

- **Temperature check:** Mandatory temperature checks will be performed at the entrance of the hotel using an infrared thermal temperature scanner.
- **Hand disinfection:** We encourage mandatory hand sanitation on arrival by using the provided contactless hand sanitation stations as soon as you enter the hotel's main door.
- **Febrile guests:** Guests running a temperature of more than 98.6°F or 37°C will be politely directed to the closest hospital/medical facility immediately for their own and everyone's safety.

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- **Luggage disinfection:** Guests will be provided with medical-grade antimicrobial agent wipes to kindly disinfect the exterior of their luggage to avoid any possibility of cross-contamination for the guests' own safety and everyone else's. Guest approval shall be sought if one of our staff is to clean the luggage whilst ensuring that the luggage remains locked/sealed. Caution will be exercised at all times.
- **Provision of PPE to guest on arrival:** Guests are not allowed to enter the hotel without wearing a mask. Masks will be provided to guests where required at a cost. The item will be charged on the bank card number provided when booking the stay at the hotel.

Reception

- **PPE for receptionist:** Where stipulated by local health guidelines, the receptionist will wear protective gear. The installation of plexiglass between staff and guest shall be in place where and if applicable.
- **Social distancing:** We will place discreet, yet visible markings on the floor to maintain social distancing. Our staff will observe social distancing whilst checking-in and rooming guests.
- **Hand disinfection:** A contactless hand sanitation station will be readily available to guests. The same will apply for our staff.
- **Hotel sanitation norms:** Guidelines will be displayed at Reception.
- **Sanitising of equipment:** Frequently touched areas will be disinfected regularly, such as the elevator buttons, telephones, key card holders, payment terminals, pens, tables and Perspex shields.

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- **Contactless interactions:** Contactless payment options and email receipts will be encouraged. Payment terminals will be disinfected before and after each transaction.
- **Key cards:** We will disinfect all the individually collected guests' suite cards with medical-grade antimicrobial agent.

Elevator

- **Social distancing:** Clear signage will be displayed. The elevator's maximum passenger capacity is four. This will avoid overcrowding. The persons using the elevator need to be travelling together or are from the same household. The elevator cannot be used by persons not staying in the same room together or are of different households.
- **Sanitation:** We will sanitise high-touch areas that is the entire elevator cabin, especially operating buttons, with medical-grade antimicrobial agent.
- **Hand disinfection:** A contactless hand sanitiser will be available next to the elevator.

Guest Rooms

- **PPE for room attendants:** All our room attendants will wear protective gear as required by local health guidelines.
- **Hotel sanitation norms:** Guidelines will be displayed in the room.

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- **Housekeeping service:** Our housekeeping service will be completed once daily.
- **Turn-down service:** The turn-down service could be completed once daily upon the guest's approval when the same guest is not in the room in order to minimise person-to-person exposure. Terms and Conditions apply with regards to this specific service when provided.
- **Bed linen & towels:** Our linen will be segregated from that of other hotels by our service provider that runs a professional laundry service which is CSQM and ISO 9001: 2018 certified. In addition, all our linen will be disinfected.
- **In-room sanitation:** Frequently touched areas will be disinfected regularly. These include: door/window/wardrobe handles, telephone, TV remote control and AC controller, toilet seat/flusher, faucets, shower controls, hair dryer, coffee and tea making facilities, light switches, minibar door and handle of minibar fridge, safe, etc. We will be using a fresh, clean, colour coded microfiber clothes for each room in order to avoid cross-contamination.
- **Utensils:** Dirty glassware, china and cutlery will be removed from bedrooms and processed accordingly. Dirty items will be cleaned in an efficient commercial dishwasher at a rinse of 80°C.
- **Vacuum cleaners:** We will replace the dust bags every four days, regardless whether they are full or not.
- **Bins:** We will disinfect bins with appropriate anti-microbial cleaning agent.

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- **Ventilation:** Each time a bedroom is serviced, we will ensure that it is ventilated by opening window(s) and balcony door(s) where applicable.
- **Soft furnishings:** We will be cleaning and steaming furnishings periodically at our professional laundry provider and on the spot with every room change.

Public Areas (Entrance Hall, Restroom, ETC.)

- **Hotel sanitation norms:** Signage will be displayed in public areas to remind our guests to observe social distancing, handwashing and hand-sanitising.
- **Social distancing:** We will rearrange furniture to allow proper social distancing.
- **Sanitation:** We will sanitise all high-touch areas. These include: telephones, chair arms, handrails, door handles, and toilet seat/flusher.
- **Restrooms:** We will provide a disposable paper towel dispenser and a pedal-operated sanitary bin with lid.
- **Soft furnishings:** We will be cleaning and steaming furnishings periodically both at our professional laundry provider as well as on the spot with every room change.

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Breakfast Room, Tea Room & Lounge Area

- **PPE for staff:** Our staff will wear protective gear as required by local health guidelines.
- **Hand disinfection:** Mandatory hand sanitation will be enforced for our staff. Staff shall sanitise their hands each time they enter and exit individual bedroom suites when providing housekeeping and other room services to avoid any possible cross contamination. Contactless hand sanitiser will be readily available for our staff and guests.
- **Social distancing:** We will reduce the number of tables and other related furniture to maintain social distancing norms. Seating for the tables will be reduced to half and in some cases chairs will be placed in a zigzag pattern to avoid guests facing each other. Tables will be appropriately set apart from each other. Staff will apply appropriate distancing. Guests shall be served breakfast in the room unless otherwise requested in which case the management shall do its utmost to meet the guests' specific request where at all possible.
- **Table linen:** Disposable paper table clothes or table mats will be used and changed after each seating unless breakfast is served in trays which shall be properly sanitised after each use by the serving staff.
- **Furniture:** Table-tops and chair arms will be disinfected regularly.
- **Service Style:** You are required to download the free Palazzino Nina Boutique Hotel mobile app once at the hotel. You are then requested to fill a form which includes the type of pre-packed breakfast you wish to receive in your room.

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- **Condiments:** We will be offering the necessary condiments in small sachets per room per guest.
- **Food safety / HACCP*:** We will be observing the strictest good hygiene practices across all areas of the hotel. *Hazard Analysis Critical Control Point.
- **Ventilation:** Our breakfast room is permanently ventilated as it is open to the outside. Risk of cross contamination during different sittings is very much mitigated.

In-Room Dining

- **PPE for Waiting Staff:** Our waiting staff will wear protective gear as required by local health guidelines.
- **Breakfast Menu:** This menu will be made available on the hotel's free mobile app.
- **Delivery / Retrieval:** We will minimise exposure in guest rooms as much as possible or offer guest contactless delivery by leaving tables/trays outside the room after knocking on the door and announcing the delivery. All food items will be covered in transit.
- **Hand Disinfection:** Mandatory hand sanitation will be enforced pre-/post-delivery of an order.
- **Food safety / HACCP*:** We will be observing the strictest good hygiene practices on items such as salt and pepper cruets, flower vase, hot boxes, trays, etc. *Hazard Analysis Critical Control Point.

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Jacuzzi & Sun Deck

- **PPE for staff:** Staff will be wearing protective gear as required by local health guidelines.
- **Hand disinfection:** We have mandatory hand sanitation with the help of contactless hand sanitiser dispensers at the entrance. Hand sanitiser is also available to staff in the back of the house. Additionally, all hotel staff shall be equipped with personal sanitisers.
- **Social distancing:** Our outdoor furniture will be arranged in such a way that it will allow for proper social distancing.
- **Disinfection of furniture:** We will be extensively cleaning and disinfecting outdoor furniture with appropriate disinfection products.
- **Sanitation:** We will be sanitising all key high-touch areas such as, door handles, floor mats, toilet seat / flusher, water dispenser taps, proper Jacuzzi care, etc.
- **Towels:** Used towels will be placed in an appropriate bag, sealed and sent to our professional laundry provider. Wash programme at least for 70°C for 25 minutes.

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BEST PRACTICES - BACK OF THE HOUSE

Temperature check: We will enforce mandatory temperature checks on all our staff prior to entering the hotel. Staff running a temperature of more than 98.6°F or 37°C, with/without symptoms will be sent home. Records to be kept. Status to be reported to Management while strictly respecting the GDPR guidelines.

COVID-19 symptoms: Any staff suffering from sore throat, dry cough, shortness of breath, fatigue, vomiting and / or diarrhoea will be asked to return home and contact their local Public Health Centre or general practitioner.

Hand sanitisation: Our staff will use hand sanitiser before and after clocking in to work and shall be equipped with personal hand sanitisers. They shall also be encouraged to wash their hands with soap and water as many times as possible whilst performing their duties.

Social distancing: Our staff will always be instructed not to engage in unnecessary conversations and apply social distancing regulations.

Personal Protective Equipment (PPE): Staff will be given PPE as indicated by company policy and/or local health guidelines. Management will monitor the proper use of PPE. PPE to be replaced and disinfected as required.

Changing of uniforms: Fresh uniforms and especially items that directly touch the skin such as tops and blouses and aprons will be used by all staff when they report for duty. Should a guest fall sick and the room needs to be cleaned, housekeeping staff shall also change to a fresh uniform after cleaning the room.

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Worn uniforms: Worn staff uniforms will be deposited to laundry after shift.

Cleaning of shoes: Outer shoes used inside the hotel will be cleaned every day. Sole of shoes will be cleaned and disinfected with medical grade antimicrobial cleaning agent as staff enter the building. Top of shoes will be polished.

Social distancing: Palazzino Nina being a boutique hotel having seven bedroom suites allows for the operation to run with minimal staff and with minimal interaction both between the staff themselves and the guests. Thus, overcrowding will not be the case. However, all staff will still be asked to comply with the 2m social distancing rules were appropriate.

Hand washing & sanitisation: All our staff will be advised to enforce hand hygiene, coughing etiquette and respiratory hygiene.

Wash Hand Basins (WHB): WHB will be fully equipped with necessary utilities. Hot water, bactericidal liquid soap and disposable paper towels. We will also ensure that all our bins are lidded, pedal-operated and lined.

Alcohol hand-rub: Alcohol-rub will be affixed at strategic points.

Personal hygiene posters: Prominent signage will be affixed in conspicuous areas reminding staff to enforce strict cough etiquette, hand washing and hand sanitisation.

Outer clothing and personal belongings: These items will be kept in allocated staff storage spaces.

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Monitoring: Our staff designated areas will be regularly monitored to ensure that WHBs are functioning, equipped, alcohol hand-rub will be readily available, and bins emptied.

Offices, Workstations & Meetings

- **Alcohol hand-rub:** We will ensure that alcohol-rub will be affixed at strategic points.
- **Social distancing:** Being a small hotel no more than two people work at the same time in the same space. However, where possible such persons will not face each other.
- **Key high-touch points:** Frequently touched surfaces will be disinfected regularly, such as chairs, tables, door handles, light switches, thermostats, telephones, keyboards, computer mouse, tea/coffee making facilities, printer/scanner/copier, etc.
- **Meetings:** We will organise furniture and chairs to apply social distancing regulations; alcohol hand-rub will be readily available; we will ensure proper ventilation, e.g. open window / door; disinfect table-tops and chair arms after each meeting.

Delivery and Receipt of Goods

- **Goods receiver:** Our team will continue to observe excellent respiratory and hygiene standards as well as social distancing guidelines.
- **Receipt of goods:** In line with HACCP* standards, any food transported in dirty containers or dirty vehicles will be rejected and the delivery of loose food discouraged. *Hazard Analysis Critical Control Point.

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- **Alcohol hand-rub:** We provide alcohol sanitisers for staff and supplier use at loading point.
- **Cleaning and sanitation:** Our goods receiving area and loading point will be cleaned and disinfected at regular intervals.
- **Cleaning of delivered goods and carts:** Proper cleaning and disinfecting will be enforced before and after every delivery.
- **Quarantine items:** We quarantine and date code received food and food contact goods and store them appropriately in designated storage areas. Dry goods can be left for 48 – 72 hours before being stored/used.
- **Chilled and frozen items:** All food packaging items will be sanitised using appropriate cleaning agents, before taken into refrigerators and/or freezers; where possible outer packaging to be removed on unloading.
- **Suppliers:** All our suppliers deliver as per scheduled times and are not allowed to unload their products at the same time in order for distancing to be observed; Our suppliers and drivers are not allowed to proceed beyond the demarcation line.
- **Waste collection:** Our waste collection is scheduled in order that it does not coincide with linen delivery and food deliveries.

Breakfast Preparation Area

- **Sanitation:** Our breakfast preparation area will continue to be sanitised at regular intervals as dictated by hotel cleaning schedules.

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- **Social distancing:** Palazzino Nina being a small establishment and having a limited number of occupants, staff is limited to a maximum of three people. Thus, as a general rule, there cannot be more than two people at the same time in the same room. Work-stations are designed in such a way that staff are not facing each other and can maintain appropriate social distance.
- **PPE:** All our staff will be wearing disposable masks, gloves, hair nets and all other safety gear dictated by HACCP* based Policies and cleaning chemicals MSDS. All will be sanitised, cleaned and replaced as per local policies. *Hazard Analysis Critical Control Point.
- **Menu planning:** We will be serving a continental plated breakfast taking all the necessary hygiene and food safety precautions, staff being adequately trained especially in the use of PPE.
- **Breakfast menu ingredients:** This would consist of packed/sealed items as much as possible, any vegetables and fruit offered shall be cleaned properly using approved sanitising agents.
- **Disinfection of food equipment, utensils and tools:** All key high-touch areas will be cleaned and disinfected regularly, e.g. food equipment and food contact surfaces including chopping boards as indicated by the company HACCP* policy. *Hazard Analysis Critical Control Point.
- **Sterilisation of knives and utensils:** These implements will be pasteurised in a dishwasher working at a rinse of 80°C.

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Laundry & Guest Laundry Service

- **Laundry safe management:** Laundry safe management is in place.
- **Social distancing and PPE:** Our professional launderers practice social distancing norms and wear disposable masks and gloves when processing soiled linen or guest laundry.
- **Delivery/retrieval of guest items:** We will minimise exposure in guest rooms as much as possible; all guest laundry items will be covered in transit; when retrieving/delivering guest items, staff will wear PPE in public areas as required by local health guidelines. Clean linen is delivered individually wrapped for each bedroom suite and dirty linen is collected in separate bags for each individual bedroom suite.
- **Washing programs:** Our professional launderers which are CSQM and ISO 9001: 2018 certified operate washing programs for each type of linen, using the appropriate cleaning and hygiene products