

STARHOTELS®
L'ITALIA NEL CUORE

We take care of you



With the help of a team of experts and in compliance with the provisions of the national and international health authorities (WHO), we have created the #bestarbesafe Protocol, to protect the health of our guests and of our staff.





Super Green Pass verification to get access to hotel and services

Starhotels S.p.a. owner of the service uses the VerificaC19 APP to verify the validity of guest's Super green pass to get access hotel and its services.

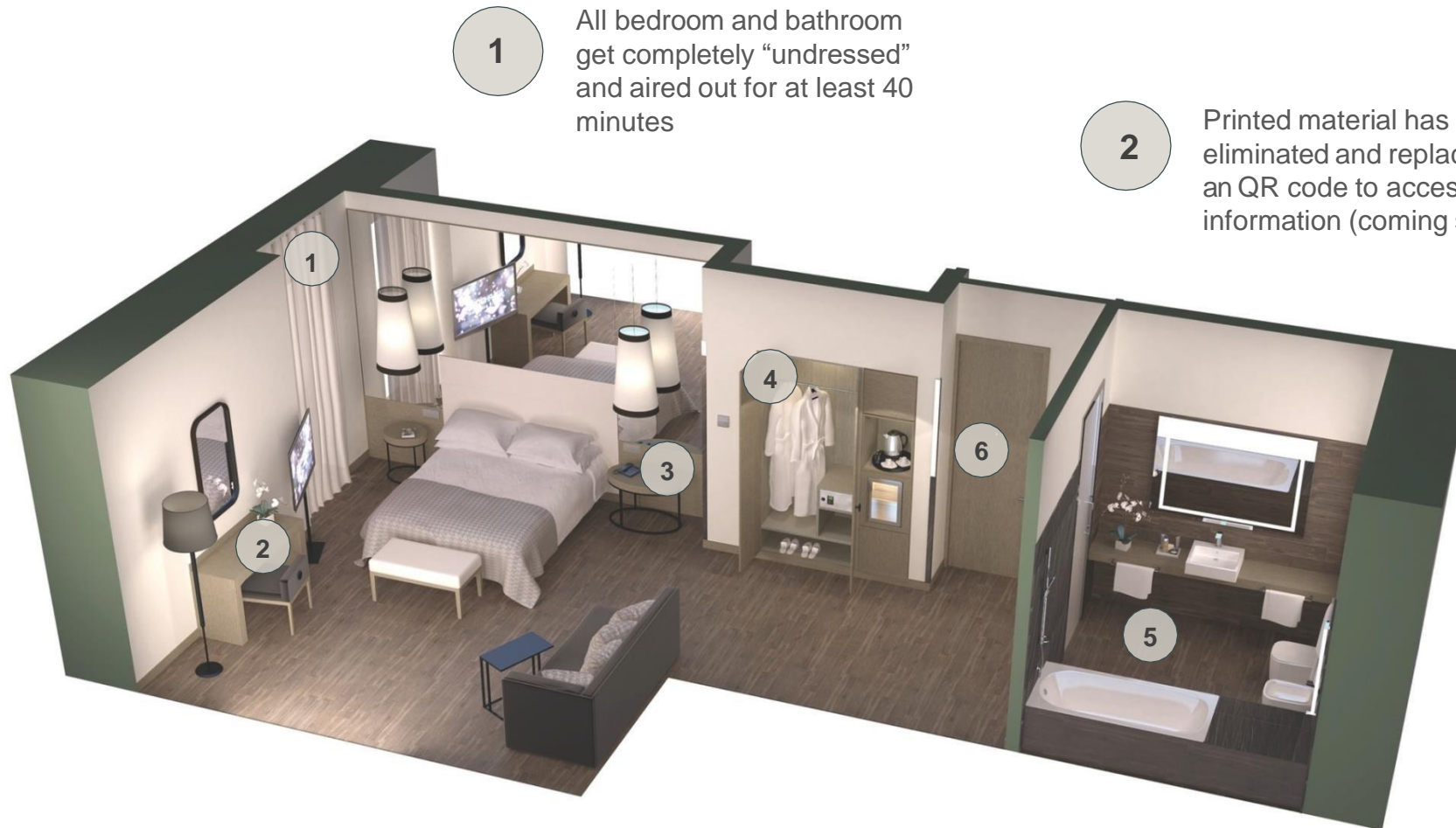
The presentation of an identity document might be required in compliance with the anti-contagion protocol Covid-19 (Law Decree n.105 of 23-07-2021).

The revelation is carried out anonymously and the data is not recorded.

If the outcome of the control is negative access will be denied.



Cleaning and sanitation of the rooms



1

All bedroom and bathroom get completely “undressed” and aired out for at least 40 minutes

2

Printed material has been eliminated and replaced with an QR code to access all information (coming soon)

3

Contact surfaces, such as tables, desks, telephones and remote controls, get sanitized with particular care

4

The spare linen in the closets is specially bagged and sealed

6

Contact surfaces, such as handles, doors and thermostatic controls get sanitized with particular care

5

The use of cleaning products as recommended by the World Health Organization has been implemented



24-hour Covid-19 Screening service

- The collaboration with Medical Care Milano by Chiarini Group allows our guests to take advantage of a 24-hour Covid-19 Screening service, comfortably in their rooms or in a private area of the hotel. This is possible thanks to the network of affiliated medical facilities present in most of the destinations.
- Different packages are available and allow to choose between rapid tests and molecular swabs. The recommended day and time to carry out the screening in order to receive the result within 24 or 48 hours, depend on the package.





Cleaning and sanitation of the rooms

Cleaning and sanitation of the rooms

- Door and window handles
- Surfaces of furniture, chairs and sofas
- Telephone
- Thermostatic controls and lights
- TV remote control
- Bathroom fittings, toilet and shower/bathtub
- Soap dispenser





More frequent cleaning of the air conditioning system

In the pre-opening phase of the hotel:

- **special cleaning cycles**
- **sanitizing of all the filters of the room fan coil units and air handling units (AHU).**

Routine activities:

- **Increased frequency of air exchange** in guest rooms, common areas, meeting rooms, and event venues.
- **The flow of external air has been maximized** while excluding the recycling of internal air.
- **The frequency with which filters are cleaned has been increased**, and they are cleaned using suitable disinfectant products.





Safety equipment for guests and hotel staff

- **Special signage** has been placed around the **hotel** to remind guests and collaborators of the safety rules that must be followed as well as on how to correctly use hand gel and wash hands with soap and water.
- **Wearing a mask in common areas and keeping a safe distance are mandatory.**
- The company can choose to measure body temperature upon arrival and before entry; **in case of a temperature reading above 37.5 °C the guest will not be allowed to enter the hotel, but maximum assistance will be provided.**
- **Specific personal protective equipment has been provided for hotel staff:** everyone receives masks as well as, depending on the job, gloves and special coats.
- **A “We will take care of you” safety kit is available for guests upon request.** The kit includes a mask and disinfectant gel (for a fee € 2,50).
- **Numerous hand sanitizer gel dispensers** have been placed in all areas of the hotel.
- **Super Green Pass verification** to get access to hotel and services.



Sanitization and reorganization of common areas

- All the common areas of the hotel are **sanitized and cleaned several times a day** with specific disinfectant detergents that contain 0.1% hypochlorite and 65% alcohol or PMC certificates (medical surgical device). Cleaning cloths are strictly disposable.
- Based on social distancing rules, **the entry and exit flows** and all common areas **have been reorganized in order to prioritize safety**.
- The use of the elevators has been limited to **one person at a time** or family members staying in the same room.
- **Relevant signage** has been prepared to assist the guest in following **correct behavior**.





Sanitization and reorganization of common areas

- To limit the time that the guest spends at the reception upon arrival, all the necessary information for an **express check-in** is already collected during the booking phase.
- **Check-out has also been accelerated** by sending the pro-forma bill to the guest already the night before.
- **Web check-in and check-out** (coming soon).





Reorganization of the meeting and event spaces

- To access the meeting rooms, the organizer is asked to verify the validity of each participant's **Super Green Pass** in advance (in case not all are **staying guests of the hotel**). In the event of a missing or invalid **Super Green Pass**, access to the hotel is not allowed..
- To **guarantee guests' healthy and safety**, **Starhotels' meeting rooms capacity** has been **recalculated based on the different set-ups** and following the distancing rule of at least 1 m (3.4 sq. m. per person in a theater layout).
- **New entry and exit flows from the conference centers:** entry and exit from the room will be monitored by Starhotels staff members to ensure that safety distances are maintained (also for access to the bathroom and F&B areas).
- **Specific information on the rules to be followed** for safety and on the use of devices are available to all participants.





Reorganization of the meeting and event spaces

- **The meeting rooms are scrupulously cleaned and sanitized with specific disinfectant detergents** that contain 0.1% hypochlorite and 65% alcohol (the cleaning cloths are strictly disposable).
- **All paper material has been eliminated** (notepads and flipcharts are provided upon request only).
- The catering service can be carried out in the meeting room or in reserved areas of the hotel restaurant and bar.
- **During breaks, the rearrangement and cleaning of the room** will be particularly thorough and the room will be aired out.
- **Handheld microphones are not allowed**, only those for individual seats.
- **Site inspections of conference spaces are only possible following a reservation**, both remotely (virtual visits) and in-person and respecting the #bestarbesafe protocol rules. In-person sites are allowed with Super Green Pass for over 50 only.
- **During the events, a register of attendance will be kept**, as required by regional ordinances.



New service solutions and food & beverage proposals

- **A valid Super Green Pass** is required to access to restaurants and bars. Guests are required to wear a mask until they are seated at their table.
- Our chefs have created new menu options based on **three fundamental principles: territory, seasonality and quality of raw materials**, to safeguard the health of guests even at the dining table.
- The classic buffet formula is allowed but we can also offer different solutions such as **menus with table service** or staffed buffets.
- **Breakfast options are: buffet with single-portion packaged products or/and the assistance of a staff member, à la carte or via room service. All services are organized following social distance and avoiding crowds.**
- **Our Gourmet Box:** a light lunch option with disposable cutlery and cups, to be used for business lunches in a reserved room or directly in the meeting room with a school desk set-up.





New service solutions and food & beverage proposals

- **Table arrangements** have been revised in accordance to social distancing rules (1 m. distance between the tables, 4.20 sq. m. per person).
- **The bar, restaurant and kitchen spaces are scrupulously and frequently cleaned and sanitized** with specific disinfectant detergents that contain 0.1% hypochlorite and 65% alcohol (the cleaning cloths are strictly disposable) each time guests get up, as well as twice a week with specific products.
- **Staff will always wear the legally mandated PPE.**
- **The restaurant will keep a register of attendance**, as required by regional ordinances.





Staff training

- **Training activities** are organized for all staff members
- **Tests are carried out** to constantly monitor the training process.
- An internal **Supervisory Committee** has been set up with the aim of verifying the correct application of the rules and standards envisaged by the #bestarbesafe protocol in the various phases of hotel business, preparing solutions for possible issues or emergencies and to ensure a constant update on new prime ministerial decrees or regional orders.
- Starhotels staff is prepared **to deal with and manage the emergency** in the event of a person with Covid-19 symptoms in the hotel or corporate office.
- Precise instructions of behavior during contact have been defined and regulated: staff-staff, staff-guest, staff-supplier, guest-guest.



*The **#bestarbesafe Protocol** full version is available, on request.*