

STARHOTELS®  
L'ITALIA NEL CUORE

*We will 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.*





## Cleaning and sanitation of the rooms

1

The bedroom and bathroom are first completely “undressed” and aired out for at least 40 minutes.

2

Paper materials have been eliminated and replaced with information accessible via QR code (coming soon).

3

The sheets are replaced daily even in stayover rooms.

4

Contact surfaces, as tables, desks, telephone and remote controls, are sanitized with particular care.

5

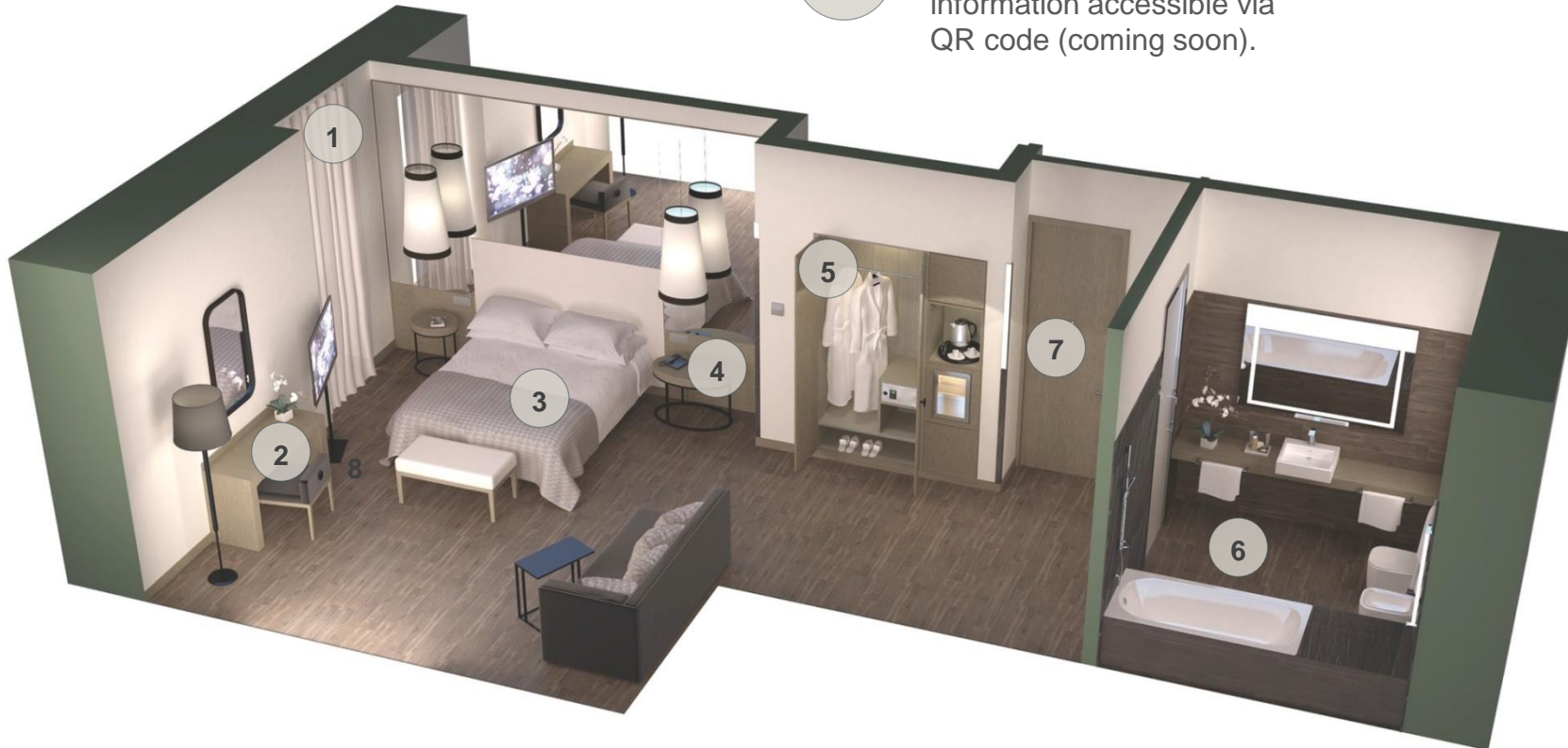
The closets have been emptied of spare linen and informational materials printed on paper.

7

Contact surfaces, as handles, doors and controls for temperature are sanitized with particular care.

6

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







## Cleaning and sanitation of the rooms

### Extra Disinfection Areas

- Door and window handles
- Surfaces of furniture, armchair chair and armrests
- Telephone
- Controls for temperature and lights
- TV remote control
- Bathroom: toilet, shower and washbasin
- Soap dispenser





## More frequent cleaning of air conditioning system

In the pre-opening:

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

Routine activities:

- **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 and 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, before entry; **in case of a temperature reading above 37.5 °C the guest will not be able to enter the hotel, but maximum assistance will be provided.**
- **Specific personal protective equipment has been provided for hotel staff:** everyone receives a mask and then, depending on the job, gloves and special coats too.
- **A “We will take care of you” safety kit is available for guests,** with a mask and disinfectant gel (upon request, for a fee € 2,50).
- **Numerous hand sanitizer gel dispensers** have been placed in all areas of the hotel.





## 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 the spaces that guests can use **have been reorganized to prioritize safety.**
- **The use of the elevator has been limited to one person at a time or families** 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 the guest spends at reception upon arrival, all the information necessary for **express check-in** is already collected during the booking phase.
- **Check-out is also streamlined** by sending the pro-forma bill to the guest the night before.
- **Web check-in and check-out** (coming soon).







## Reorganization of the meeting and event spaces

- **The capacity of meeting rooms has been recalculated based on the different set-ups,** following the distancing rule of at least 1 m between people (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 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 made available to participants.
- **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).





## Reorganization of the meeting and event spaces

- **All paper materials have been eliminated** (notepads and flipcharts are provided only upon request).
- **#bestarbesafe video presentation** during meeting breaks (coming soon).
- **Catering service in the meeting room or 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, respecting the #bestarbesafe protocol rules.





## New service solutions and food & beverage proposals

- The dining options convey “Experience” in an innovative way that is enriched by the message of attention to the safety of our customers.
- 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.
- Buffet service is replaced by **menus with table service**.
- **Breakfast will be served: buffet single portion packaged product, à la carte or in-room, upon request, with an innovative Breakfast Box (coming soon).**
- **Gourmet Box:** light lunch 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 with social distancing rules (1 m. distant, 4.20 sq. m. per person).
- Families will be able to sit at the same table, but they must ensure there is at least 1 meter between each 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 and twice a week with special products.
- **Staff will always wear the legally mandated PPE.**
- **Guests are required to wear a mask until they are seated at their table** and every time they leave it.
- **The restaurant will keep an attendance register**, as required by regional ordinances.





## Staff training

- **Training activities** were organized for all staff;
- **Tests were 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 updating them based 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 for 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.*