



RELAIS &
CHATEAUX

IL FALCONIERE



VIRTUOSO MEMBER

Dears,

We are working on specific protocols to meet the challenges and excitement of our up and coming opening. With the collaboration of our Relais & Châteaux, we are working with the trusted Bureau Veritas, a leading company in inspection and certification services, to develop a protocol with security measures applicable to all accommodations. The work has been started and the goal is to be ready in late May. The procedures and precautionary measures will be set in place so that all of our guests will feel relaxed and comfortable and above all safe from worry as it has always been here at our Relais.

We have started with a sanitation process that provides for the safety of all environments and intensifies the protection measurements, maintaining our high levels of service and quality standards, thus offering maximum comfort and full usability of our Relais, in total compliance with current regulations. Thanks to the structure of our Hotel, with its large spaces, 2 pools, and private garden, the Il Falconiere will be able to offer, in many cases, a "mask free" experience.

At Relais Il Falconiere, our staff will be equipped with certified personal protective equipment (PPE), such as masks and gloves where they will be needed, dispensers with disinfectant solutions will be placed throughout the property for all to use, and protective plexiglass will be installed at the reception desk. All of our collaborators will be trained with the new procedures. The sanitization process is applied daily in the corridors, in the common areas and in the rooms where you will also find machines suitable for indoor air purification.

Upon arrival, our staff will have their temperature taken before entering the work spaces, and no staff will enter the work place with any illnesses. Throughout the day, hand-washing is not only encouraged, but mandatory.

Our guests will be offered the same protective equipment while visiting our Relais to insure their hygiene and safety.

RESTAURANT:

Tables will be removed from our internal restaurant to maintain the safety distance, therefore barriers will not be necessary. This procedure will also be applied to the external terrace of our restaurant. The large open air surface we can offer, will be the perfect situation to assure our Guests a comfortable and charming setting for their culinary experience.

SWIMMING POOL:

Our outdoor swimming pool is properly chlorinated, according to health experts, to ensure swimming is safe for our guests.

The number of people allowed to enter at one time will be monitored and the safety distances maintained.

SPA:

Our Spa will remain closed at this time until we can be 100% sure of how to guarantee complete hygiene. The research and testing has begun for this endeavor, and the Spa will re-open when we are sure of all safety and hygiene factors for our guests.

Remember, you are our number one priority and we wish you a happy and healthy stay at our Relais.