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Dear Guests,

you are staying in our Hotel because you must be isolated during your quarantine or isolation period ordered by the Italian National Health Service, to prevent the spread of SARS-CoV-2 that causes COVID-19, the name of the disease linked to the virus.

During your stay you are given a room with bathroom and you will also receive a meal service and new bed sheets and towels on a regular basis. You may receive phone calls from doctors who are in charge of the supervision and epidemiological tests as well as from intercultural mediators who speak your language, in order to better understand your needs.

Rules for your stay in a room in our Covid Hotel

You are under quarantine or in isolation, so we kindly ask you to follow these rules:

- 1) **You are not allowed to leave your room.** If you need anything, use the telephone in your room to talk to the Reception staff.
- 2) Nobody is allowed to enter your room, so **you will have to keep it tidy and clean.** You will find the cleaning equipment in your room.
- 3) **Clean bed sheets and towels are left outside the door.** When you receive them, **put the dirty sheets and towels** in the bags that you find **in your room, close the bags tightly** and leave them outside the door. Do this on the same day you receive the clean ones.
- 4) **Rubbish must be** put in the bags **that you find in your room.** When these are full, close them tightly and put them outside the door.
- 5) **Meals are left outside the room.** If you have any food intolerances or allergies or you do not wish to eat some kind of food (such as pasta, pork...) please inform the Reception staff on the phone or the Hotel staff that will call you.
- 6) **It is strictly forbidden to smoke in the room and to drink alcoholic beverages.**
- 7) The Wi-Fi service is free and available for our guests.

We inform you that, if you leave your room and / or the Hotel during the quarantine or isolation period, the Hotel staff is authorised to inform the public security forces.

Health rules during your stay

The quarantine is a period during which people, even if they do not have any symptoms, must be in isolation and avoid contact with everyone to prevent the spread of the disease. If you do not have any symptoms (cough, cold, fever, headache...) it does not mean that you are not sick and contagious. As a matter of fact, you can be positive to Covid-19 without experiencing any health problems (you are asymptomatic) or you might have contracted Covid-19 without having developed any symptoms yet (being in the "incubation" period of the virus).



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According to the current rules for quarantine, you will have to take a first swab test when you arrive at the hotel. After the 1st swab test, even if it is negative, you will have to observe a quarantine period of 10 days. On the tenth day, you will take a new swab test. If this new test is still positive, you will have to stay in isolation and wait for a new swab test after 7 days.

While you are staying in the hotel, you should **check your temperature every day** with a thermometer. If you do not have one with you, please inform the Reception staff.

Please inform the Reception staff if:

- you have a fever (temperature higher than 37 degrees),
- you have a cough,
- you feel muscle pain,
- you feel dizzy or have a headache,
- you have intestinal symptoms and diarrhoea,
- you have trouble breathing and chest pain,
- you have abnormal bruises and bleeding.

Please inform the Reception staff if you need a doctor.

Upon checkout

You can leave your room and the Hotel where you are spending your quarantine or isolation period **only after receiving an official communication from the Public Health Department** that monitors the updated national information.

ATTENTION: you cannot, for any reason whatsoever, stay in your room or go back to your room once you have the permission to leave.

Thank you for your collaboration.