



COVID-19

Dear guest,

My name is Rachel, I have more than five years of experience in cleaning our rooms and apartments. Due to the covid-19 pandemic, there are some changes about our job, but the objective for our guest stays the same: to find a room perfectly clean at the moment of arrival.

Me and my team will be doing the following:

- Use of face masks at all times
- Change of gloves every time we finish cleaning a room
- Use of anti-bacterial products for textiles
- Use of anti-bacterial products with chlorine for all other surfaces
- Weekly sanitation of every room with ozone disinfectant

In order to guarantee you maximum safety, there are also some changes at our reception and for our breakfast (in the hotels where it is provided):

- For the guest registration we kindly ask you prior arrival to send us a copy of all the guests' IDs either via email or WhatsApp
- We accept credit card payments only
- We will use masks and gloves at all times
- Please respect physical distance of at least 1 meter
- *where available, homemade breakfast of your choice with room service. Please fill the provided document and leave it outside the room door in the evening.

Me and the team of Le Stanze del Lago Apartments & Suites wish you a wonderful stay,

Greetings,

Rachel

