



MASSERIA 
DELLA VOLPE
LUXURY ECO-RESORT

OUR HEALTH AND SAFETY POLICY



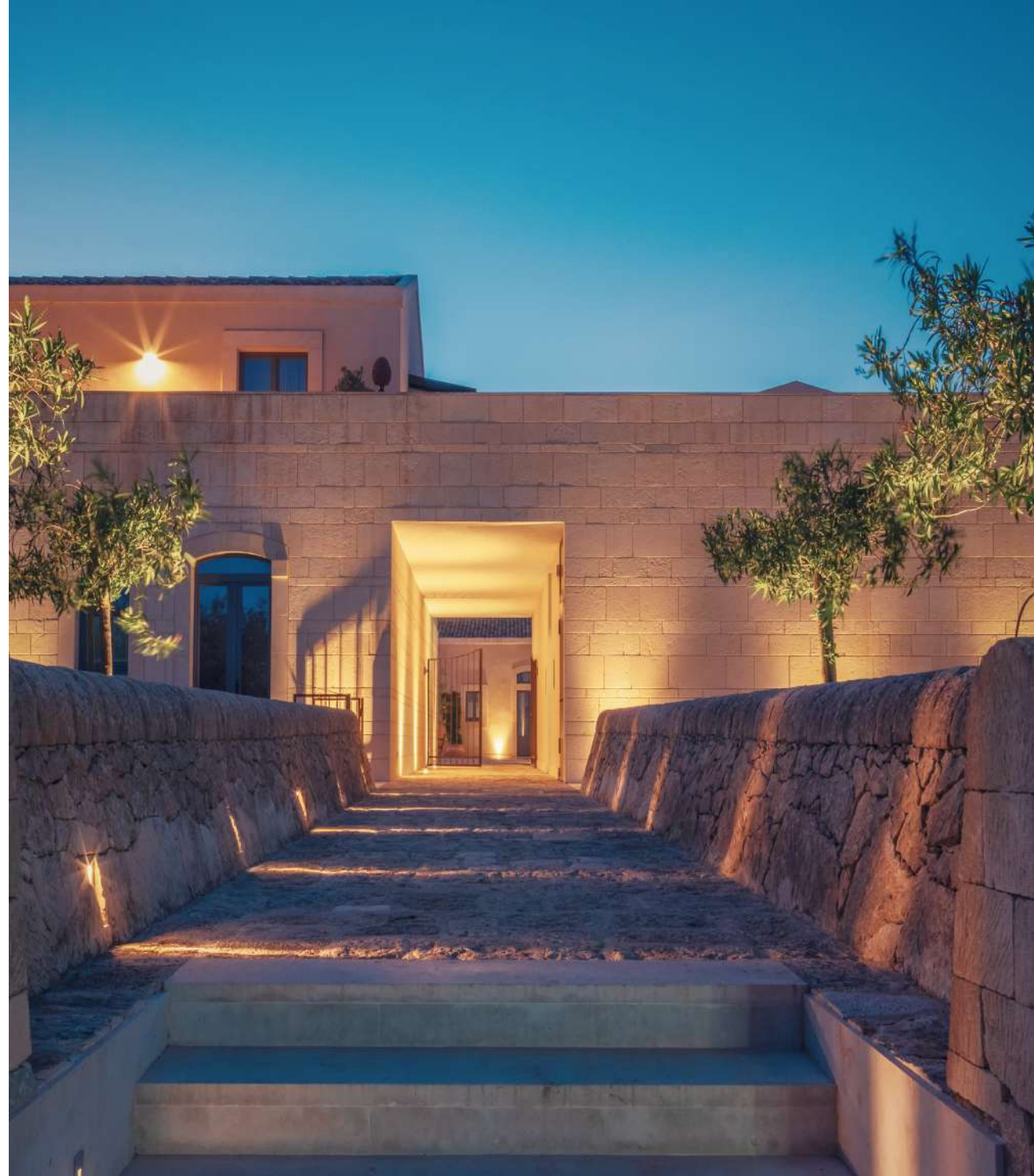
OUR HEALTH AND SAFETY POLICY

Now that we can welcome you again at Masseria Della Volpe, it is even more important to guarantee each guest a safe and unforgettable holiday at our hotel. In order to guarantee the highest levels of safety, we have increased a series of rules and reviewed every way in which our services will be provided, following the guidelines of the World Health Organization and the National Institute of Health. Safety as the main point and the serenity of our guests and our employees maintaining the accuracy and elegance of our service.

Masseria della Volpe extends over a property of 14 hectares, bordered by a path between orchards, olive groves and organic vegetable garden, completely surrounded by the nature. Each room has a private entrance; there are no corridors or enclosed spaces in common, perfect to limit the contact between guests.

FRONT DESK & RECEPTION

Upon request, it is possible to digitally check-in and check out. Your luggage will be stored at the reception with all the necessary precautions and protections. Common areas have been organized in order to maintain adequate social distance. Our staff will undertake to enforce the rules. The activities and the wellness areas have been redesigned favoring individual moments of sport and wellness. The swimming pool is set up with guaranteed individual spaces and access controls to avoid crowds, in order to ensure safety while maintaining the leisure of the guests. Hand sanitizing gel dispensers are located in all public areas. Magnetic cards, card readers and all objects and surfaces commonly used by guests are constantly disinfected and sanitized with specific and certified products.





RESTAURANT AND BAR

Tables and seats have been arranged in order to guarantee the prescribed distances and to maximize guests' safety, without compromising the culinary experience.

Guests will need to pre-book a table. You will find digital menus through a QR-Code scan from your personal smartphone.

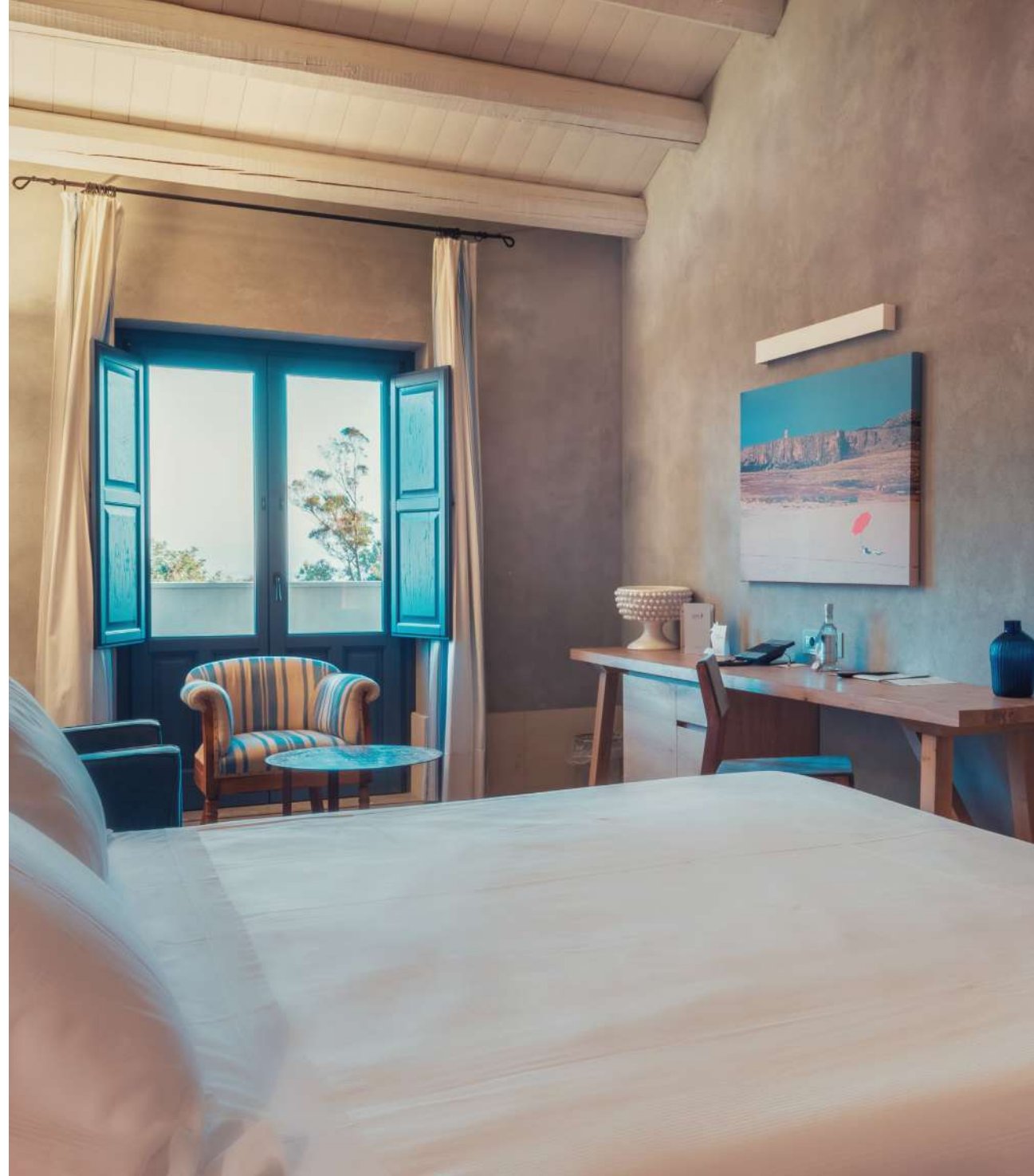
In alternative, our staff will provide a sanitized tablet.

A QR code will be placed in each room in order to book in advance for breakfast and dinner.

Guests will choose the slot time and the breakfast dishes in advance. Room service available upon request.

FACILITY SANITIZATION

Sanitization procedure will be done by our Housekeeping Team at every arrival and departure with ozone.
This procedure is also done every day in the restaurant, kitchen and in all common areas.





SPORTS EQUIPMENT

All the gym and sports equipment have been spaced and daily sanitized.

The gym capacity has been limited, so we recommend you to book your preferred training time slot in advance.

The gym area is equipped with hand sanitizer and placemats to allow each guest to sanitize the floors and objects used, before leaving the gym or starting exercises.

SWIMMING POOL AND WELLNESS CENTER

Reservation is required for all types of wellness treatments.

Sanitization of all the areas will be done between each appointment. The outdoor furniture by the pool is arranged with a minimum distance of 1.5 meters.

The deckchairs, beds, chairs, and tables are always sanitized after each use. The pool, hot tub, changing rooms and shower areas are constantly cleaned during the day and completely sanitized every night.

The pool towels are all sanitized with certified products and available for each guest.





PERSONAL PROTECTIVE EQUIPMENT (PPE)

All hotel employees are subjected to body temperature checks on a daily basis and have access to the safety devices (sanitizing gel, masks and gloves) necessary to carry out their work without risk to their own health and guests' health. All employees have been trained in compliance with hygiene and safety standards and constant updating in order to implement new procedures if required by the World Health Organization and the Higher Institute of Health. In addition to the safety spacing, guests must wear a face mask.



We thank you for your cooperation and for giving us a preference, despite the fact that nowadays traveling involves a large number of rules. We deeply hope that your experience will be one of the most pleasant ever and that you will come back soon, hopefully with fewer restrictions and more freedom.

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