



OUR PROCEDURES FOR CUSTOMER SAFETY AND SARS-CoV-2 RULES OF CONDUCT.

Dear customers, happy to welcome you in this particular moment, it is important to have your cooperation to guarantee your serenity and security. All guests are required to respect the following simple rules:

- It is forbidden to access the facility if under a quarantine measure, in the presence of flu symptoms or body temperature above 37.5°, or if the guest comes from epidemic areas reported by the Ministry of Health and, in general, in a dangerous condition in which the Authority's intervention requires that you inform your family doctor and the Health Authority and stay at your home. The absence of these conditions must be certified by completing and signing a self-certification that will be requested before your stay in the hotel. With this certification you will also declare that you accept the rules described in this regulation for your stay.
- Distance: it is especially important to maintain an interpersonal distance of at least 1 meter from all other customers who are not your roommates.
- Personal Hygiene: Wash your hands well and often with soap and water and take advantage of the many sanitizing gel dispensers that you will find inside the hotel.
- Avoid bringing your hands to your face by touching your eyes, nose and mouth.
- Mask: use the mask in all common areas. Where it is not possible to use it, keep the distance of at least 1 meter.
- When you remove the mask, put it in your bag or pocket (preferably in a bag). Do not leave it resting on tables or other common surfaces. Dispose of them in the special containers you have in your room.
- Health Status: If you experience any of the following symptoms:
Cough, conjunctivitis, body temperature greater than 37.5° (we can measure your fever at the reception with a thermo scanner), nasal congestion, headache, diarrhea, weakness, loss of taste and smell, difficulty breathing,
you must immediately isolate yourself in your room and immediately notify the hotel reception. The staff will give you immediate support to advise and protect you.
- As requested by the health authorities, we have invested heavily to ensure maximum safety. Therefore, we must inform you that uncooperative attitudes that harm the right to health of other guests and hotel workers will not be tolerated.
- During your entire stay, if you wish to have information to avoid gatherings as much as possible, you can contact the reception staff at the WhatsApp number 335.7015022.

**REGULATION AND SERVICES HOTEL GARDEN LIDO
SEASON 2020**



ARRIVAL AND DEPARTURE PROCEDURES:

ARRIVAL AND CHECK IN:

The arrival at the hotel will not be possible before 15.00 , therefore the rooms will be assigned after this time.

It will not be possible to access the hotel parking place before this time or take advantage of all the other hotel services.

In exceptional cases you can contact us at the Whatsapp number 335.7015022 and we will inform you if it will be possible to access the structure before 15.00.

Upon your arrival at the hotel, if you find a queue at the entrance, we kindly ask you to wait in the car for your turn. Only a member of the family will be able to access the reception following the signage and bringing with you all the ID cards or passports for the check in.

- To enter the hotel it is mandatory to wear a mask. At the reception there is a sanitizing gel dispenser which you can use to disinfect your hands.
- Together with normal reception practices, you will be asked to sign a self-certification form.
- Luggage must remain in the car until the keys are handed over. In compliance with anti-Covid 19 protocols, luggage storage will not be available.
- The keys will be delivered to you in a sealed envelope and must be kept for the duration of the stay (subject to a deposit of € 25 on your account) and returned only at the time of check-out.

DEPARTURE:

- On the day of your departure the rooms must be vacated by 10.00. It will be allowed to stay in the structure by 13.30 at the latest and within this time it will be necessary to leave the structure and the parking place.
- In compliance with anti-Covid 19 protocols, luggage storage will not be available.
- We kindly ask you to come and pay your bill preferably on the morning of departure from 07.00 to 09.00. If you want an electronic invoice, please provide the details for the header at least with 1 days' notice and we recommend in any case to get a pro forma at the reception the night before in order to check that the bill is correct.

PARKING LOTS:

- Available for a fee, not bookable (subject to availability) in the hotel area or in the port area 300 meters from the structure, upon delivery by the reception of a card (only for the port area).

It will also be possible to recharge Tesla and electric cars (only in the hotel parking lot).

Other services



BREAKFAST:

- Served from 7.00 to 11.00 in our Breakfast Room .
At the entrance of the room you will be asked to sanitize your hands and you will be accompanied to the table by our staff.
It is mandatory to enter the room with the mask, which you can remove once seated at the table.
For the purposes of customer safety, only table service will be carried out, to avoid gatherings.
If the breakfast room is completely occupied, we will ask you to wait for your turn following the directions at the entrance.
- The breakfast room will be sanitized every day with professional methods during closing times and each table will be cleaned and sanitized after each service to ensure maximum customer safety.
- Room service will be available upon reservation, in compliance with maximum security measures for a supplement of € 10.00.

ROOM CLEANING:

- Your room will be delivered to you clean and sanitized according to the protocols provided and your room will be redone in compliance with the anti-covid operating procedures, if you do not wish to have the room cleaned by our staff, please inform us promptly or use the door signal.
- When you go out of the room and you want the room redone leave the signal on the door.
- All the bedroom linen will be washed and treated according to the anti-COVID 19 provisions of the Ministry of Health, Circular no. 5443 of 02/22/2020.
- The minibars in the rooms have been emptied and can be used for personal use (however we remind you that they are minibars that do not reach the temperatures of normal fridges).
- The disposable used masks and gloves must be inserted inside the trash bin for the collection of unsorted waste inside the bathroom..
- If you wish courtesy products (bathrobes, shower cup, slippers), please ask at the reception

COMMON AREAS MANAGEMENT:

- All the furnishings, objects and surfaces (especially those of contact) present in the common areas will be cleaned and sanitized several times a day, in compliance with the anti-COVID 19 protocols.
- Dispensers of disinfectant solution are available to customers for hand at various points in the hotel.
- In all common areas, access will be allowed only by wearing a mask.

DOMESTIC ANIMALS:



- At Hotel Garden Lido pets are welcome, but they cannot access the internal and external common areas, such as the breakfast room, the beach and the swimming pool. For safety reasons, we ask you not to leave your four-legged friends in the room during daily cleaning.
- A one-time supplement of € 15.00 will be required on departure to clean the room.

MOTOR DISABILITIES:

- We are organized to welcome guests with motor disabilities, on our website you will find all the information regarding dimensions, floor plans and data sheets. If you like, we can send you the data sheet. The Varesina beach is fully accessible and has a special chair to facilitate entry into the water.

SMOKE:

- Smoking is only possible on the balconies of the rooms or in the designated areas.

BAR:

- Our hotel bar service is always available (contact the reception if it is not attended by the bartender).

PAYMENT METHODS:

- The following payment methods are welcome:
 - Cash (Up to € 2.999,00)
 - Credit Card (VISA, CARTASI', MONETA, MASTERCARD, AMERICAN EXPRESS) and Bancomat
 - Checks (subject to Centax authorization)

LUNCH AND DINNER:

- This year it will be possible to make meals only with the à la carte menu formula (no full or half board formula), on our veranda and with direct payment at the end of each meal (it will not be possible to debit on the hotel bill).

Given the probable difficulties due to the few seats available, it is strongly recommended to make a very early reservation before your arrival (especially in case of a long stay) by calling 333.27.70.523 or by booking at the reception upon your arrival.
- The opening hours of the Gein restaurant are 12.00 - 14.00 / 19.00-22.00 approximately.
- This year the beach restaurant will be closed while a bar or cold table services will be available only during the beach opening hours.

BEACH:

- Umbrella and sun beds are available in the area reserved for hotel guests and have to be booked with the room. For info and rates, visit our website in the beach section:
<https://www.gardenlido.com/spiaggia/>.



To access the beach, it will be necessary to read and accept the rules.

- Your stay on the beach will be peaceful and safe with anti-COVID 19 cleaning and sanitizing activities carried out regularly in all areas and on all beach equipment.

WI-FI:

- Free Wi-Fi throughout the hotel and beach (for the beach you need to ask for the code at the beach reception).

GYM:

- Can only be used by appointment (timetables and info at 320.71.11.245), the gym showers cannot be used, it is necessary to bring a large towel and comply with the prescribed hygiene rules.

WELLNESS CENTER "By Michi"

- All the services of the wellness center must be booked. For information on active services, call 348.89.60.879.

BICYCLES:

- Electric and manual bicycles can be freely used up to a maximum of 4 hours.
- To use the bicycles we require our customers to sanitize their hands with the alcohol solution available.
- Bicycles will be sanitized after each use.

PLAYGROUND:

- There is an area with games for children in the hotel. Access to this area will only be possible in the presence of an accompanying person.
- The use of the mask for accompanying adults and children over 6 years of age will be mandatory within the playroom, until new and different indications are made.
- The games and the hall will be sanitized daily. It is required to sanitize the hands with the appropriate alcohol-based cleaners when entering the play area.

RELAXATION AREAS AND SWIMMING POOL:

- There is a wooded garden with sun beds and swimming pool for adults and children. Inside the swimming pool area, you will be informed of how to access.
- In particular, in application of the anti-COVID 19 protocols, entry to the swimming pool will be allowed for a maximum of 10 people at a time, after a soapy shower.



HOW TO REACH US:

- **By car:**
A10 GENOVA - VENTIMIGLIA highway, exit at Pietra Ligure. When you reached the Aurelia street turn right; after 900 meters turn left through the level crossing and continue along the seafront.
- **By plane:**
Genoa Cristoforo Colombo Airport (68 km).
Nice Côte d'Azur airport (120 km).
- **By train:**
Loano railway station.
- **By ship:**
Port of Savona and Genoa.
- **By boat:**
Loano tourist port.

Useful numbers:

Reception m1 + call button

Santa Corona Hospital (3 km) tel. 019/62301

New Pharmacy (by the Municipality) tel. 019/67 57 37

Loano Salute (Doctors) tel. 019/ 67 6001

Waiting to welcome you as our guest, we remain at your disposal for any further information and we offer ours

Best regards.

Hotel Garden Lido staff.