



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.

If coming from orange or red areas, or if Loano falls within the orange or red area, it could be required to be equipped with the green COVID-19 certifications certifying:

- The anti SARS-CoV-2 vaccination (validity: 6 months) or
- The successful recovery from Covid-19 (validity: 6 months) or
- To have made a rapid antigenic swab or molecular swab with negative results (validity: 48 hours).

These conditions must be certified by completing and signing a self-certification that will be requested before your stay at the hotel.

With this certification you will also declare that you accept the rules described in this regulation for your stay

- **Social Distancing:** 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 2021

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. Any exceptions will be evaluated in prior agreement with the Reception.

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.

DEPARTURE:

- On the day of your departure the rooms must be vacated by 10.00. The parking slot must be vacated by 13:30
- In compliance with anti-Covid 19 protocols, luggage storage will not be available.
- We kindly ask you to come and pay your bill preferably in the evening before the departure. 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.
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.
- All the bedroom linen will be washed and treated according to the anti-COVID 19 provisions.
- 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.

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 € 1.999,00)
 - Credit Card (VISA, CARTASI', MONETA, MASTERCARD, AMERICAN EXPRESS) and Bancomat
 - Checks (subject to Centax authorization)

LUNCH AND DINNER:

It will be possible to have meals at the GEIN restaurant only with an à la carte menu formula (no full board or half board), in our veranda and at the beach with direct payment at the end of each meal (it will not be possible to put it on the hotel bill). For any reservations you can call 333.27.70.523 or contact the Hotel reception.

- The opening hours of the Gein restaurant are 12.00 - 14.00 to the Varesina Beach; 19.00-22.00 approximately to the Hotel veranda.
- To the beach, during all opening hours, a bar or cold table service will also be available.

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.

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

Emergency number: 112

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.