

## RESIDENCE CORT'E ACCAS SANITATION AND ORGANIZATION PROGRAM

First of all, we would like to thank all our guests who have chosen and keep choosing to stay at Residence Cort'e Accas.

Due to the current Covid-19 emergency, we would like to share with you the safety, hygiene and organization measures that Residence Cort'e Accas has adopted to ensure your safety, comfort and peace of mind during your stay with us.

### 1. Safety and Hygiene Program:

In line with regional and national government guidelines and regulations, we have implemented a series of measures that require your collaboration to guarantee the safety and peace of mind of all our guests and staff.

#### Arrival at the hotel and check-in:

- **Sending your details:** In order to avoid gatherings and reduce contact time, we kindly ask you to send us before your arrival via our online form, email, Booking's message service or WhatsApp the necessary information for your registration at the hotel, including the details of all the members of your group (name, surname, date and place of birth, nationality) as well as a copy of their IDs, which will have to be shown upon check-in.
- **Selection of a group leader:** For this same reason, we require that only ONE member of the group booking shows at the reception to conduct all the necessary procedures for check-in and to pick up the apartment keys.
- **Body temperature:** In compliance with regional and national regulations "*Body temperature shall be measured, and anyone having a temperature of 37.5 °C or above will be denied entry*", to this scope, and after signing a document ensuring your privacy, a body temperature check will be conducted to every guest at arrival to our hotel, in order to be aware of your health condition at your arrival.
- **Reception staff:** The staff at reception will welcome you maintaining the appropriate physical distancing of at least 1 meter and will wear a mask during any time in contact with you.
- **Apartment keys:** Both the keys and keyholder, as well as any other object provided by the hotel, will be disinfected and sanitized before handing them over to you.



#### LOCATION

Via Sa Marina (loc. Torre di Bari)  
08042 - Bari Sardo (OG)  
Sardegna - Italia

#### CONTACT

corteaccas@gmail.com  
(+39) 0782 28972  
(+39) 328 9316910

### Measures in the common areas and the garden:

Considering the architecture of the hotel as well as the lack of corridors or indoor common spaces, it is a relatively easy task to avoid gatherings. Nevertheless, we kindly ask that you maintain a safe physical distance with other guests and staff, to not occupy other guest's private spaces and to use the appropriate entrances and exits. Furthermore, to ensure everyone's safety:

- **Hand sanitizers:** To encourage recommended hand hygiene, hydro-alcoholic hand sanitizer dispensers will be placed at different contact areas.
- **Masks and gloves:** Disposable gloves and masks will be available for a fee. We kindly remind you that guests must wear a mask in the common areas, including the green spaces, in case the appropriate physical distancing is not possible.
- **Entrances and exits:** The entrance and exit to the reception will be indicated with the relevant signs. The entrance and exit gates to the Residence will be indicated with signs and a key-plan.
- **Cleaning and disinfection:** The external area of the reception will be frequently cleaned, disinfected and sanitized.

### Specific hygiene measures for each apartment:

**Cleaning:** The apartment assigned to you has been cleaned and conveniently sanitized using highly effective alcohol and chlorine-based disinfectant solutions, as per regulatory dispositions by the Ministry of Health, and later sanitized using a dry steam machine at 180°C (350°F).

- **Weekly cleaning:** Please let us know as soon as possible if you are NOT interested in the weekly cleaning service, which will be conducted in compliance with all the regulations in force and with the cleaning staff wearing the appropriate individual coverings, who will only come into the apartment once it is empty and never in presence of any guest. In case you decline our weekly cleaning service, a weekly change for bed linen and towels is available.
- **Bed linen and towels:** All the towels and bed linen (including the quilt and the pillows) will be washed and disinfected prior to your arrival. The mattress, sofa-beds and all textiles will be cleaned with an alcohol-based solution, vacuum-cleaned and sanitized with a dry steam machine at 180°C (350°F).



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## 2. Organization measures:

In these uncertain times, we want to make things easier for our guests, so we have modified our cancellation policies and the way we assign and organize our apartments.

- **Free cancelation up to 14 days before your arrival.** We have modified our cancellation policy from 60 days to 14 days. This means that if you cancel 14 days before your check-in date, there will be no penalties.
- **Free cancellation at any time due to a documented medical reason.**
- **Apartment rotation.** Whenever possible, we will assign the apartment that has not been occupied by other guests for the longest period of time.
- **Apartment allocation.** Whenever possible, we will allocate apartments to ensure that there is an empty apartment in-between to guarantee physical distancing between our guests.
- **Apartments with a shared terrace.** The apartments with a big shared terrace will have an outdoor divider to guarantee the physical distancing and privacy of our guests. In any case, we will try, whenever possible, to assign these apartments only to guests/groups who are traveling together (friends or family).

IMPORTANT: Please promptly inform our staff if you suspect that you or a member of your group may have been infected with Covid-19. We will begin as soon as possible the necessary procedures to guarantee the safety of the person who is suspected to be positive to Covid-19 and other members of your group, as well as to guarantee there is no risks to any of our guests and staff.

At Residence Cort'e Accas, we have always striven to create a welcoming and friendly environment so our guests can relax and have a nice chat with us. In these current circumstances and in compliance with all the health and safety measures, we will double our efforts to make you feel welcomed and at home.

If you have any questions, please contact us by email or phone.

Kind regards,  
Giulio e Bonaria



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