

## **“STAY SAFE AT FLOR”** - *Measures to guarantee Safety and Hygiene at FLOR in Florence.*

The wellbeing of our Guests and Employees is of great concern to us.

We are closely monitoring the recommendations and guidelines of the World Health Organization, Italian Ministry of Health and other national and local authorities and health departments in order to contain the Corona virus – Covid-19 – infections and therefore have implemented the necessary protocols according to the requested regulations.

*(Main ref.: Decree of President of the Council of Ministers -May 17th, 2020 and Tuscan Regulation n.48-57)*

### **Our commitments to guarantee your and our Health and Safety**

The virus can cause a range of symptoms, ranging from mild illness to pneumonia. Symptoms of the disease are fever, cough, sore throat and headaches and in severe cases difficulty in breathing and death can occur.

This respiratory virus spreads primarily through droplets generated when an infected person coughs or sneezes or through touching contaminated surfaces or objects, and then touching eyes, nose or mouth.

To prevent catching and spreading the virus, we all need to follow some important Hygiene and Safety rules. **Together we can help to contain the spreading of Covid-19!**

### **HAND WASHING**

The best protection is regular and thorough hand washing, preferably with water and soap. A simple gesture that protects both our Guests and employees.

Do not forget to wash your hands before entering **FLOR in Florence** or leaving your room.

Germicidal disinfectant gel is available at our entrance, in the reception and in our lounge area. All our Guests will find some disposable disinfectant wipes in their room.

### **SOCIAL AND PHYSICAL DISTANCING**

We suggest you to keep a safety distance of 1,80 meter (6 feet) from other people.

### **FACE MASK**

Place a mask over your mouth and nose in presence of other people in closed or open spaces. Wear your face mask when you leave your room, in the common areas, lounge and reception area. Remember also to wear your mask when using public transport services or on the taxi.

Some face masks are available at the reception of **FLOR in Florence**.

### **PROTECT YOURSELF AND THE OTHERS**

With temperature over 37,5°C (99,5°F) and other symptoms such as cough or muscle pain, all our employees self-isolate at home. It is not possible to stay at **FLOR in Florence** when you have fever or have been exposed to an infected person the last 14 days. Please inform us in case of any symptoms and we will give you all necessary assistance.

### **BREAKFAST AND BAR SERVICE**

Every morning it is possible to request our **Breakfast BOX**. You can enjoy your breakfast in your room or when possible, in our lounge, together with an Italian coffee or some other hot drink. Water, fruit juices, soft drinks, beer, a bottle of wine or spumante are available and can be taken to your room.

## COMMITMENT TO CLEANLINESS

A clean and safe environment has always been our commitment. Today at **FLOR in Florence** we have redefined our safety and cleaning standards aligning procedures with protocols to defeat Covid-19. We will actively monitor and evolve our solutions to ensure a continued focus on the health and safety of our Guests and employees.

All our employees have been trained to ensure the latest hygiene and cleaning guidelines that range from hand washing to the use of specific cleaning products and passing through procedures for cleaning and disinfecting our Guest's rooms and the common areas

- ✓ **Rooms:** all cleaning and disinfection procedures are applied at the departure of Guests to guarantee the Safety and Hygiene protocols for the new Guest assignment. Particular attention is given to all major points of contacts in the room such as remote control, doorknobs, switches and lavatories flush and faucet. All our bed linen and towels are sanitized according the European Certificate **UNI EN 14065:2016**, relative to bio contamination levels control. **Daily cleaning** is available on request, but we recommend to have your room cleaned every morning so to guarantee high hygiene standards. **It is not allowed to enter your room during cleaning operations.**
- ✓ **Common Areas:** we have increased the frequency of cleaning all the surfaces in the reception area, lounge and hall according to the flow of persons and with particular attention to disinfect all major points of contact such as table desk, switches, doorknobs and frames, seat backs, lavatories flush and even the key cards.
- ✓ **Private Areas:** also in our back of the house areas, such as the laundry and the kitchen, we have enhanced cleaning and sanitizing all surfaces and major points of contact.

## AUXILIARY VENTILATION/HEATING

During daytime we provide as most as possible natural air exchange in all the areas and rooms that have direct outdoor access. , avoiding excessive hot or cold currents of air.

**FLOR in Florence** has sanitized its ventilation/heating systems and at the reception it is possible to request to view its certification.

We kindly remind you to **use the ventilation/heating system only if strictly necessary and to switch off before leaving your room.**

We have enhanced cleaning of the recycling filters of the fan coil to guarantee the highest Safety and Hygiene protocols.

**“STAY SAFE AT FLOR”**

We thank you to help us to contain the spreading of Covid-19 and wish you a pleasant stay at **FLOR IN FLORENCE**

**OLGA**