

# ROSA ALPINA

AN AMAN  
PARTNER HOTEL

## ROSA ALPINA AND YOUR WELLBEING

Rosa Alpina has the health and wellbeing of its guests and employees at its heart. As we prepare to reopen for the Winter season, and in the wake of the COVID-19 global pandemic, the hotel is sensitive in doing so. Rest assured that we are following the current regulations and Provincial Law and keeping the expectations and comfort of guests and staff at the forefront of everything we do.

We responsibly want to protect your well-being and at the same time to seamlessly guarantee you a pleasant and relaxing stay. We are confident that spending time in the mountains with its open spaces, landscapes and the chances of physical exercise, will give you breathing space.

Putting distance between people is the principle strategy for reducing COVID-19 infection rates, as well as thorough and ongoing cleaning and sanitization. The below details some changes and procedures that our guests can expect during their stay:

- Online check-in before your arrival
- Online check-out: we are working on the possibility to proceed with the check-out directly from your room.
- Assistance on hotel information and services will be possible through an app available to all smartphones, which will give you access via email or phone to our Concierge or our front desk.
- Restaurants - bar - room service: you will find QR codes for menu, wine list, cocktail list and refreshments.
- Should you prefer, feel free to contact our front desk at any time; you will find required protective devices and our staff will keep the necessary distance.

### **IN DETAIL from APPENDIX A, PROVINCE OF BOLZANO updated with resolution of the Provincial Council of 09.06.2020**

- Devices with hand sanitizer gel are available for you at all strategic points.
- Outdoor and indoor, the interpersonal safety distance of 1 meter will be respected, except between members of the same cohabiting family unit.
- A face mask must be worn by guests if it is not possible to maintain the interpersonal distance of 1 meter
- Our staff in prolonged contact with guests will wear a face mask

**Hotel Rosa Alpina - Restaurant St. Hubertus\*\*\***

Famiglia Pizzinini

Strada Micura de Rù 20 | 39036 San Cassiano in Badia (BZ) | Dolomites | Italia

T: +39 0471 849 500 | [www.rosalpina.it](http://www.rosalpina.it) | [www.st-hubertus.it](http://www.st-hubertus.it)

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- All common areas and rooms are cleaned to the highest standards using PMC detergents / disposable cloths / sanitization with portable UV-C lamps and ULV nebulizers.
- Contact surfaces such as elevator buttons, handrails, door handles, light switches, remote controls, etc. are frequently disinfected with suitable products.
- After each guest departure, every room is sanitized with ULV nebulisers with AMMINOREX<sup>®</sup> disinfectant (PMC Reg. Nr 20436 of the Ministry of Health) and UVC lamps. In addition, we have Ozone machines.
- Upon request, for your additional reassurance, a portable UV-C lamp will be available at the front desk, to be used at your discretion in the room.
- The in-room linens are all washed at 90°C
- Saunas and steam baths above 60°C are available upon reservation to be used individually or by guests belonging to the same cohabiting family unit or staying in the same room.
- The family swimming pool is open: outside the pool, please keep a distance of 1 meter in respect of the other guests and if not possible, kindly wear a mask
- The gym is available upon reservation individually or for guests belonging to the same cohabiting family unit or staying in the same room. Between one session and another, our staff will take 40 minutes to sanitize the tools and the room itself by airing generously and using UV-C lamps.
- The toilets and showers are cleaned and disinfected several times a day. These areas are sanitized with ULV nebulizers and AMMINOREX<sup>®</sup> disinfectant (PMC Reg. Nr 20436 of the Ministry of Health), PMC detergents, UV-C lamps.
- The movie theatre is available upon reservation individually or for guests belonging to same cohabiting family unit or staying in the same room. Between one reservation and another, we will need 1 hour to sanitize the room using ULV nebulizers and AMMINOREX<sup>®</sup> disinfectant (PMC Reg. Nr 20436 of the Ministry of Health) and UV-C lamps.
- In the restaurants our staff will sanitize tables, seats, dividers and other table accessories after each use.
- Guests can take advantage of our room service and have your favourite dishes delivered to your room.

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- Our kitchen staff and suppliers have been trained appropriately and provide their service according to current regulations.
- Breakfast can be served in reserved areas upon reservation. Please ask assistance at the reception or our concierge desk. Breakfast will be served à la carte, however you will find products displayed on a duly covered buffet, and our staff will assist you.
- Our Beauty Spa is open for a moment dedicated to yourself. For every request we kindly ask you to contact the number #159. Our staff will wear a mask and gloves and, for particularly close treatments, they will integrate these devices with a visor. Guests must wear a mask and sanitize their hands at the entrance. In the waiting and relaxation area, no more than one person can stay at the time.

As we navigate these many new and unusual situations, which have made hugs, handshakes, kisses and Italian hospitality an added value - but also at distance – nevertheless we will ensure you feel our warmth and the joy of being able to welcome you to ROSA ALPINA.

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