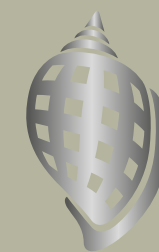


Travel Safely
WITH SINA HOTELS



WE CARE ABOUT
YOUR HEALTH



SINA HOTELS



For over 60 years my Family and I have offered our Clients the true essence of Italian hospitality, made up of that warm welcome that only Italy can provide.

In recent times, given the global situation which is unfolding, we've focused on further enhancing the health and safety measures at our hotels, because «hospitality» also means this; today more than ever. As we prepare to re-start travelling, Sina Hotels wants to ensure that our Guests have a complete peace of mind experience in order for them to simply relax and focus on enjoying at full the beauty of Italy! Following the National and Regional Health Authorities' guidelines, and with the support from specialized experts, we have created «Travel Safely with Sina Hotels». A robust safety protocol, through which a series of specific measures have been adopted with the objective of intensifying anti Covid-19 procedures in such a way that our Guests and Staff can feel safe.

I hope that we will soon see you again in one of our 11 hotels.

Bernabò Bocca
Chairman at Sina Hotels



SINA HOTELS

TRAVEL SAFELY WITH SINA HOTELS

“Travel Safely with Sina Hotels” is the Company’s response to guarantee people’s safety thanks to specific measures relating to health.

This protocol has been elaborated jointly with experts such as Federalberghi and has been certified in order to guarantee the safety above and beyond the minimum requirements according to National and Regional legislation.

This is because we believe at Sina Hotels that when talking about important matters such as health and safety, our duty is to provide the maximum effort possible.

Health comes first.





PRE-ARRIVAL FLEXIBILITY & SAFETY

We have decided to provide maximum flexibility to our Clients, by reducing our cancellation policy on flexible rates to only 24hrs (NB. with the exception of the Sina Flora in Capri).

Furthermore, during the pre-arrival phase, Guests have the opportunity of safely sending us their identification details required by law for check-in purposes. This makes the entire process quicker and avoids guests having to wait at the hotel's Reception desk.



STAFF TRAINING

All of our Staff has been trained on the latest introduction of the new health and safety standards aimed at fighting the Covid-19 pandemic, in order to guarantee a serene stay for our Guests.





SOCIAL DISTANCING – REDEFINING SPACES

We have fitted each hotel with the appropriate signage to help direct Guests along the newly adopted paths inside the hotel, in order to avoid any crowding and maintain social distancing at all times.

Our Staff, with their professionalism and cordiality, will be enforcing these measures in order to respect the regulations.



PERSONAL PROTECTIVE EQUIPMENT (PPE) & COMMUNAL AREAS

All of our hotels provide their Staff with PPE.

In order to ensure the hotel is even safer, we will be asking Clients, Staff and Suppliers entering the hotel for a temperature check which will be carried out at a safety distance.

Body temperature will have to be lower than 37.5 °C (99.5 °F) in order to guarantee access within the premises.

Furthermore, every Client at their arrival in the Hotel will be receiving a «Travel Safely» kit made up of a personalized face mask and a hand sanitizing gel sachet. In the communal areas of the hotel Guests will find hand sanitizing stations together with all the explicative information.





SANITIZING & CLEANING OF ROOMS FOR SAFER ENVIRONMENTS

Sina Hotels has intensified the frequency with which environments are cleaned and sanitized in line with the health & safety regulations. For example, inside rooms we have enhanced the sanitizing procedures with regards to all primary points of contact for our Guests such as remote controls, switches, door knobs, handles, safes, etc.

We have also decided to remove «multi-use» paper hard copy materials from the room in favor of digital versions that can be accessed via Guests' personal devices such as smartphones and tablets. Furthermore, once the Guest has left the hotel, each room will be sanitized thanks to hydrogen peroxide which is nebulized via an electrostatic atomizer, before the room is newly occupied. The communal areas such as the bar, restaurant and toilets are periodically cleaned and sanitized in accordance with regulations.



IMPROVED AIR QUALITY

We have intensified the frequency with which we clean air conditioning filters using certified sanitizing products in line with the health and safety regulations.

Furthermore, where possible we have increased the external fresh air ventilation and reduced internal air recirculation.





SAFE MEETING ROOMS

We have re-designed our meeting rooms' capacity together with the entrance/exit flow procedures in order to guarantee the social distancing measures of at least 1mt.

Furthermore, we've done specific investments (such as 5G ready technology) in order to provide "hybrid" meeting capabilities so that some participants can join remotely via web conferencing systems whilst a limited number of people can physically join from the meeting room.



ENHANCED FOOD & BEVERAGE PROCEDURES

We have re-designed the spaces at our bars and restaurants in line with the health and safety regulations. We have also modified specific materials, such as the inclusion of single-use menus.

All of the Staff responsible for the preparation of meals has been provided with enhanced PPE in order to guarantee the maximum safety with food. Finally, breakfast procedures have changed and will be served at the table (no longer via the buffet system) or upon request via room service according to the latest regulations.





COMPLIANT SUPPLIERS

All of our Suppliers and Partners have been informed on the new procedures that need to be adopted.

The Hotels commit to checking that procedures are being correctly respected.

