

ANTI-COVID SAFETY MEASURES Italy, June 2020

HOTELS AND B&B

Common areas information boards: Health and hygiene reminders will be posted.

A temperature reading can be taken at customers check-in. Anyone displaying a temperature over 37,5C will not be allowed to check-in. Masks must be worn at all time inside the common areas, whereas outside the common areas, only if social distancing cannot be kept.

Social Distancing: Customers must practice social distancing by standing at least 1 metre away from other groups of people not traveling with them while in queues, using elevators or moving around the common areas. Restaurant tables, and other physical layouts, will be arranged to ensure appropriate distancing. Employees will be reminded to practice social distancing by standing at least 1 metre away from customers and other employees whenever possible.

Any area where guests or employees need to queue will be clearly marked for appropriate social distancing. This can include check-in, check-out, elevators, lobbies, etc.

Hand Sanitizer: Hand sanitizer dispensers with hydroalcoholic solution, will be placed at the entrances and contact areas such as reception, hotel lobby, restaurant entrances, elevators, pools, spa and exercise areas. To prevent the spread of COVID-19, newspapers and magazines will no longer be provided for customers

Communal Areas Cleaning: The frequency of cleaning and sanitizing will be increased in all public spaces with an emphasis on frequent-contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, stair handrails, gym equipment, dining surfaces and seating areas.

Hotel Front Desk and Concierge: Whenever possible, an appropriate barrier will be placed between the employees and customers. Otherwise, employees will be wearing masks. Shared tools and equipment will be sanitized before and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, keys, etc.

Air conditioning system: Indoor areas must be well ventilated. For air conditioning systems, it is mandatory, if technically possible, to totally exclude the air recirculation function. If this is not possible, the measures for the exchange of fresh air must be further strengthened and in any case the cleaning, with the system stopped, of the recirculating air filters must be guaranteed to maintain adequate filtration/removal levels.

RESTAURANTS and BARS

Common areas information boards: Health and hygiene reminders will be posted, including social distancing.

A temperature reading can be taken at customers entrance. Anyone displaying a temperature over 37,5C will not be allowed to enter. Masks must be worn at any time inside the common areas, whereas outside the common areas, only if social distancing cannot be kept.

Hand Sanitizer: Hand sanitizer dispensers, will be placed in several places, especially at the entrance and near the restrooms. Frequency of cleaning and sanitization will be increased. To prevent the spread of COVID-19, newspapers and/or leaflets will not be at customers disposal anymore.

Reservation: When possible, it is preferable to pre-book and customers contact information might be maintained up to 14 days.

Dining Room: seating capacities will be reduced to allow at least a minimum of 1 metre between each seated group/party of customers. Whenever possible, the outside areas are preferable. Consumption at the bar counter will be allowed only if social distancing is kept between guests and employees. Self-serve buffet style food service will be suspended and replaced by alternative service styles. Employees will wear masks and wash their hands frequently with hydroalcoholic solution before and after the service.

Air conditioning system: Indoor areas must be well ventilated. For air conditioning systems, it is mandatory, if technically possible, to totally exclude the air recirculation function. If this is not possible, the measures for the exchange of fresh air must be further strengthened and in any case the cleaning, with the system stopped, of the recirculating air filters must be guaranteed to maintain adequate filtration/removal levels.

Counter desks: Whenever possible, an appropriate barrier will be placed between the employees and customers. Otherwise, employees will be wearing masks and an hand sanitizing gel will be placed at the desk. Electronic payments at the table are preferable.

Customers: Masks must be worn at any time, only when seated at the table can be taken off.

Table Cleaning: At the end of each service, all surfaces will be cleaned and sanitized (limiting the use of cruet for oil and vinegar and salt shaker). When possible the "classic menu" will be substituted by an online menu or a plastic coated menu.

SWIMMING POOLS

Information boards: Health and hygiene reminders will be posted. A temperature reading can be taken at customers entrance. Anyone displaying a temperature over 37,5C will not be allowed to enter.

Social Distancing: Customers will be advised to practice social distancing by standing at least 1 metre away from other groups of people not traveling with them, especially at showers, dressing rooms, etc. Where possible, an appropriate barrier will be placed and entrance and exit will be separated.

Reservation: When possible, pre-reservation and cashless or contactless payments methods are preferable. Customers contact information might be maintained up to 14 days.

Customers Belongings: Must be placed in a personal bag even if using the locker.

Hand Sanitizer: Hand sanitizer dispensers with hydroalcoholic solution, will be placed in several places, especially at the entrance/exit, solarium, restrooms, etc. Frequency of cleaning and sanitization will be increased.

Routine checks: in order to ensure a level of protection from infection, the effectiveness of the water treatment chain and the limit of the free active chlorine parameter in the pool must be checked at least every 2 hours.

Use of the pool and solarium: Customers must have 7 square metres of surface of water available. Sun umbrellas or sun chairs will be arranged at legal distance.

Public Spaces and Communal Areas: The frequency of cleaning and sanitizing will be increased in all public spaces with an emphasis on frequent-contact surfaces including, sun beds, sun chairs, dressing rooms, showers etc.

GYMS

Information boards: Health and hygiene reminders will be posted. A temperature reading can be taken at customers entrance. Anyone displaying a temperature over 37,5C will not be allowed to enter.

Social Distancing: Customers will be advised to practice social distancing by standing at least 1 metre away from other groups of people not traveling with them, when not practicing sport and and at showers, dressing rooms etc. At least 2 metres during the exercises.

Hand Sanitizer: Hand sanitizer dispensers with hydroalcoholic solution, will be placed in several places, especially at the entrance/exit. Frequency of cleaning and sanitization of fitness equipment will be increased.

Reservation: When possible, pre-reservation is preferable. Customer contact information might be maintained up to 14 days.

Customers Belongings: Must be placed in a personal bag even if using the locker. Trainers can only be in the gym.

Air conditioning system: Indoor areas must be well ventilated. For air conditioning systems, it is mandatory, if technically possible, to totally exclude the air recirculation function. If this is not possible, the measures for the exchange of fresh air must be further strengthened and in any case the cleaning, with the system stopped, of the recirculating air filters must be guaranteed to maintain adequate filtration/removal levels.

BEAUTY/WELLNESS CENTRE

Social Distancing: Customers will be advised to practice social distancing by standing at least 2 metres away from other groups of people not traveling with them. Masks must be worn at any time indoor and at the centre discretion.

Steam bath/sauna: accessible only if for exclusive use.

PRIVATE VEHICLES FOR TRANSFERS AND TOURS

Drivers: A temperature reading will be taken every day before the working shift starts. Any driver displaying a temperature over 37,5C will not be allowed to work.

All drivers will be wearing face masks, sterilized gloves and will take particularly care of hands cleaning by using the hand sanitizers all the vehicles will be provided with.

Hand Sanitizer: Hand sanitizer dispensers with hydroalcoholic solution will be present in every vehicle for clients' use.

Cleaning and disinfection: Commonly touched surfaces on each vehicle will be cleaned and disinfected at the beginning and end of each shift and between transporting passengers, by using certified products.

Possible use of bulkheads: not compulsory, some suppliers will provide their vehicles with bulkhead barriers in order to prevent transmission.

Capacity of vehicles: According to DPCM April, 26th 2020, the capacity of vehicles is at the moment subject to changes regarding the maximum number of pax allowed on each vehicle as follows:

MERCEDES E/S CLASS:	max 2 passengers
8-SEATER MERCEDES V CLASS/ VITO:	max 4 passengers
9-SEATER MERCEDES SPRINTER:	max 4 passengers
16-SEATER MINIBUS:	max 8+td passengers
28-SEATER MINIBUS:	max 10+td passengers
42- SEATER COACH:	max 20+td passengers
50-SEATER COACH:	max 24+td passengers
55-SEATER COACH:	max 26+td passengers

MUSEUMS ACCESS

LAST SUPPER – MILAN : Opening June, 9th

In this first experimental phase the access to Last Supper is further restricted: only 5 people can enter the Refectory every 15 minutes.

The Museum's opening hours are also subject to changes:

Tuesday-Friday: 2pm – 7pm (last admission 6.45pm)

Saturday & Sunday: 9am – 1.45pm (last admission 1.30pm)

Access to the museum will be allowed only with the use of suitable CE masks (see Ordinance RT no. 48) to cover the mouth and nose and disposable gloves.

Body temperature will be measured with suitable instruments before access, which must not exceed 37.5

Reservation is compulsory.

DOGE'S PALACE – VENICE : Opening June, 13th

In this first experimental phase the site will be observing the following opening hours and rules:

FROM JUNE 13 TO JULY 26: open only on Saturdays & Sundays 10am – 6pm

Entrance allowed for groups of maximum 10 pax + guide

Whispers not compulsory, if wished you can use your own whispers

It will not be possible to rent whispers provided by the museum and audioguide service is suspended.

FROM JUNE 22:

From Monday to Friday it will be possible for small groups of max 10 pax to access to the closed museum with authorized guides. In case the group is less than 10 pax, it will be compulsory to pay for 10 tickets (kids will pay as adults, while the entrance for the guide will be free). Entrance will be subject to availability and reservation is requested.

Access to the museum will be allowed only with the use of suitable CE masks (see Ordinance RT no. 48) to cover the mouth and nose and disposable gloves.

Body temperature will be measured with suitable instruments before access, which must not exceed 37.5

Reservation is compulsory.

GALLERIE DEGLI UFFIZI – FLORENCE: Opening June, 3rd

In this first experimental phase the site will be observing the following opening hours and rules:

Wednesday – Friday: 2pm – 6.30pm (last admission 1 hour before closing time)

Saturday & Sunday: 9am – 6.30pm (last admission 1 hour before closing time)

Closed on Mondays and Tuesdays

The entrance will be for people with the special ticket, groups with a guide are allowed, equipped with autonomous wi-fi radio-guide devices, up to 10 people spaced m. 1.80.

Access to the Garden will be allowed only with the use of suitable CE masks (see Ordinance RT no. 48) covering mouth and nose.

Body temperature will be measured with suitable instruments before access, it must not exceed 37.5.

Reservation is compulsory

GALLERIA DELL'ACCADEMIA – FLORENCE: Opening June, 2nd

In this first experimental phase the site will be observing the following opening hours and rules:

Tuesday – Friday: 9am – 2.00pm (last admission 1.20pm)

Saturday & Sunday: 9am – 6pm (last admission 5.20pm)

Closed on Mondays

In the first phase and in any case until different dispositions, groups will not be admitted.

The following rooms will remain closed: Musical instruments, Byzantine side rooms and first floor.

Access to the museum will be allowed only with the use of suitable CE masks (see Ordinance RT no. 48) to cover the mouth and nose and disposable gloves.

Body temperature will be measured with suitable instruments before access, which must not exceed 37.5

Reservation is compulsory.

COLOSSEUM – ROME: Opening June, 1st

Opening hours: every day 10.30am – 7.15pm (last admission 6.15pm)

Access to the museum will be allowed only with the use of suitable CE masks (see Ordinance RT no. 48) to cover the mouth and nose and disposable gloves.

Body temperature will be measured with suitable instruments before access, which must not exceed 37.5

Access will be only from “Sperone Valadier” for groups of max 14 pax every 15 minutes.

Reservation is compulsory.

VATICAN MUSEUMS – ROME: Opening June, 1st

In this first experimental phase the site will be observing the following opening hours and rules:

Monday-Tuesday-Wednesday-Thursday: 10am – 8pm (last admission 6pm)

Friday & Saturday: 10am – 10pm (last admission 8pm)

Closed on Sundays. The extraordinary openings on the last Sunday of the month are suspended.

Closed to the public on 11 June, 29 June, 14 and 15 August.

Access will be restricted, and phased at 15-minute intervals.

Access to the museum will be allowed only with the use of suitable CE masks (see Ordinance RT no. 48) to cover the mouth and nose and disposable gloves.

Body temperature will be measured with suitable instruments before access, which must not exceed 37.5

Within the Museums it will be necessary to maintain an interpersonal distance of over 1 metre and to avoid gatherings.

Visits will be possible in groups made up of a maximum of 10 people (plus guide).

The use of radio-transmitter equipment (*group tour/whisper systems*) is not permitted.

The exit that provides direct access from the Sistine Chapel to Saint Peter’s Basilica will remain closed until further notice.

Reservation is compulsory.

POMPEII EXCAVATIONS – POMPEII: Opening June, 9th

In this first experimental phase the site will be observing the following opening hours and rules:

Tuesday-Sunday: 9am – 7pm (last admission 5.30pm)

Closed on Mondays

Entrance tickets can be purchased exclusively online.

It will be possible to access from the two entrances of Porta Marina and Piazza Anfiteatro, with differentiated one-way itineraries and exit from the 3 gates (Porta Marina, Piazza Anfiteatro and Piazza Esedra).

Porta Marina services (toilets, ATMs, infopoint / guide tour service, luggage storage) are temporarily unavailable. Nearby you can use the toilets of the Antiquarium.

The two itineraries are signposted, according to obligatory directions, they will allow the visitor to choose from which part of the city to start the visit, with a wide choice and access not only to public buildings but also to different domus.

The visit will take place along a path one way, indicated on the site (always follow the color arrow of the chosen path).

Groups will be able to access the site according to the following limits:

- Groups of independent visitors, up to a maximum of 5 people
- Groups accompanied by guides, up to a maximum of 10 people

Upon arrival, visitors will be subjected to temperature measurement by means of a thermoscanner and must wear the mask even during their entire presence on the site, in addition to respecting the physical distance of 1 m outdoors and 1.50 indoors, on the site and outside.

The visit will take place in full compliance with the distancing measures provided by the Scientific Technical Committee, also with the support of directional signs specifically installed by the Park. Sanitizing gel dispensers will be guaranteed at the entrance and at the toilets available to visitors.