

Safe Stay Worry-Free Holiday

THANK YOU

for choosing Color Holiday



Dear Guests,

In order to guarantee you a peaceful and safe stay to the best of our abilities, according to the World Health Organization (WHO) guidelines and the safety protocols of the different branches of the service industry (hotels, beaches, pools, summer camps and physical activities), Color Holiday is implementing appropriate measures and procedures regarding service provision and environment and equipment sanitification.

This booklet's aim is that of providing you with detailed information regarding the safety measures of your stay.

The Color Holiday staff is always at your disposal for any queries.

In order to limit the spread of the virus, regulations call for the implementation of measures to safeguard both employees' and guests' safety and for the display of corresponding safety signs aimed at encouraging responsible behavior.

Color Holiday chose to avoid signs based on requirements and prohibitions and decided instead to thank you for your good behavior and your respect and consideration of other people.

Overview

Color Holiday would like to inform all guests of the regulations issued by the authorities and the measures to be implemented in order to limit the risk of Covid-19 transmission.

In the lobby and in all common spaces social distancing must be practiced (1 meter minimum).

It is mandatory to wear face masks in all indoor public areas. Room keys are sanitized after every stay.

Face masks and surface disinfectant, when applicable, will be at the guests' disposal upon request, possibly for a fee.

In order to facilitate the disposal of guests' personal protective equipment, we invite you to use the designated waste baskets.

Elevators must be used in compliance with social distancing measures. Social distancing can be waived for guests from the same household and guests sharing the same room. In all other cases it is also required to wear face masks. Hand sanitizer will be available to use before pressing any buttons.

All objects (remote controls, gaming controllers, etc.) supplied to guests by the hotel are sanitized before and after every use.

In the event your body temperature rises above 37.5° we kindly ask you to stay in your room and inform the front desk as soon as possible.

Our staff will immediately follow the safety procedures. A doctor will ascertain the cause of the fever and, when applicable, will provide you with the necessary information and assistance.

Emergency phone numbers will be available at the front desk, including the Single Emergency Number (112), the on-call GP, the closest hospital, etc.

PUBLIC RESTROOMS

All objects that are repeatedly touched by guests (such as door handles, buttons, and so on) are sanitized with specialized disinfectant products at regular intervals depending on their level of use.

Each such sanitizing duty will be registered in a designated log.

It is advisable to sanitize your hands before and after using the restroom.

When possible, we suggest you use your room's en-suite.

STAFF

We would like to inform our guests that all staff is equipped with personal protective equipment (PPE). Certain types of PPE have been given to all staff, while other types of PPE are used depending on the task that is being performed.

Each employee has received the required training for the correct use of PPE and has been instructed to strictly follow company protocol.

ALL-INCLUSIVE PAKAGE

The purchase of our All-Inclusive package includes full board along with many other complementary services:

Open bar: coffee, cappuccino, decaffeinated coffee, latte, wine and beer are all included.

Free self-service drink station: available 24/7. Both by the bar and at the restaurant you will find self-service drink stations with water, peach iced tea, lemon iced tea, cola, orange soda, and gazzosa. Fruit juices (peach, banana, and strawberry) will also be available.

Food corner: available every afternoon. Here you can enjoy both sweet and savory snacks.

Beach facilities: a beach umbrella and two sunbeds will be at your disposal for the whole length of your stay. You will just need to provide the beach staff with the voucher issued to you by the hotel front desk.

Additional beach umbrellas and sunbeds may be available upon request for a fee. For more information ask the beach staff.

Water bottles: In order to protect the environment, Color Holiday is eliminating single-use plastics. We therefore encourage you to use water bottles. Additional water bottles and other gadgets are available for purchase at the front desk.

ADDITIONAL SERVICES

Bicycle service: Bicycles must be sanitized by guests with the designated disinfectant in the bike parking.

To use the bicycles simply ask the front desk. Bicycles are available for three hours at a time in order to allow all guests to use this service.

Stroller service: if you brought your own stroller, we kindly ask you to keep it in your room when not in use. Hotel strollers are available for use in a dedicated area by the front desk. Each stroller must be sanitized by guests before and after each use. If you would like to have your own stroller for exclusive use throughout your stay, you can purchase one at the front desk for €35 or €40 depending on the model.

Beach towel service: at the front desk you can get a token to be exchanged for a beach towel you can use during your stay. You will be charged a €10 fee per beach towel which will be taken off your total upon returning the towel(s). At the pool you can exchange each token for a beach towel to use during your stay. At the end of your stay, return each towel to the lifeguard, who will give you back your token(s). Bring your tokens with you when settling your account in order to write off the beach towel fee.

CHECK-OUT

In order to facilitate the check-out process and avoid crowds, we recommend that you settle your account during your stay or by appointment. To set an appointment at a suitable time just ask the front desk.

On your check-out day, each room must be vacated by 10.00 AM and it will no longer be possible to park on our premises.

FOOD SERVICE

You can still enjoy everything you like!

WE have worked hard to make sure YOU can eat with peace of mind.

The dining room and kitchen are sanitized and disinfected daily with specific machinery.

Tables are arranged according to the minimum safety distance established by regional regulations. All tables and chairs are disinfected after every use.

All rooms, tables, chairs, and beverage dispensers are hygenized and disinfected at the end of every meal service.

Breakfast, lunch, and dinner will be split in two seatings.

When assigning seatings, first seating priority is given to families with children under 12.

Scheduled times may vary weekly according to the hotel occupancy rate.

The maître d' and our restaurant staff will welcome you to the dining room and assign you a table.

You will be informed of your seating times during check-in. Scheduled times may vary weekly according to the hotel occupancy rate.

Please take notice of the signs displayed in the dining room.

All food is served by our personnel with adequate equipment.

Meals will be staff-served buffet-style.

All tableware is washed and sanitized with specific products. Single-use, biodegradable tableware is also available upon request.

If you would like to enjoy your meal at the beach, a carry-out service is available. Simply choose freely among our specialties directly in the dining room and have them packed by our staff.

Please sanitize your hands before pressing any buttons on the beverage-dispensing machines.

Birthday celebrations are available upon request. Ask the front desk for more information.

If you would like to be joined at lunch or dinner by non-hotel guests, please ask the front desk. All non-hotel guests' meals will be charged to your room.



- Access the dining area wearing a face mask.
- Sanitize your hands before accessing the restaurant.
- Limit your stay in the restaurant to the time needed to eat your meals.

ROOMS

In order to safeguard your health as much as possible, we have added a sanitization process to our already-high hygiene standards.

After every stay each room is hygenized, disinfected and undergoes an air sanitification procedure with specific products certified as medical-surgical aids.

Bedsheets and towels are washed on a 90°C cycle with disinfectants.

During our daily turndown service our staff uses certified disinfectant products. Every day specific disinfectant products are used to clean all surfaces that come in contact with the guests, such as nightstands, desks, chairs, tables, furnishings, telephones, remote controls, handles, hand controls, push-buttons, wardrobes and drawers.

In all common areas (hallways, stairs, landings, halls, etc.) all objects that are repeatedly touched by guests, such as door handles, handlebars, push-buttons, etc. are sanitized with specialized disinfectant products at regular intervals depending on their level of use.

Guests may request that housekeeping not enter the room during their stay by notifying the front desk.

Guests are to keep their room keys for the whole duration of their stay and not hand it back to the front desk daily. Guests whose rooms are not equipped with electronic safes can ask the front desk for their safes' keys.

SWIMMING POOL

Provided that swimming pools are to be considered safe, as the water contains high amounts of chlorine, which is capable of neutralizing bacteria and viruses, in this area we have nonetheless implemented a series of measures to ensure social distancing and furniture disinfection.

Following Emilia-Romagna's regional guest-safety protocol's guidelines, access to the swimming pool is restricted and allowed only during fixed time slots.

Access to the pool area will be permitted until the area's maximum capacity is reached.

Sunbeds and beach umbrellas are distanced one from another in compliance with current regulations.

All furnishings are disinfected after every use.

The pool area is open from 9:00 AM to 6:00 PM. In order to allow all guests to enjoy the swimming pool, swimming pool access is limited to two hours per day per room.

A time sheet will be available at the entrance of the pool area where guests can book their time slot to swim in the pool. Sign up on the sign-up sheet by writing your room number and the number of guests that will be using the pool next to the chosen time slot.

Available time slot:

- from 9:00 AM to 11:00 AM;
- from 11:15 AM to 1:15 PM;
- from 1:30 PM to 3:30 PM;
- from 3:45 PM to 6:00 PM;

Scheduled times may vary weekly according to the hotel occupancy rate.

All furniture (sunbeds, chairs, etc.) is disinfected after every time slot.

The pool's maximum occupancy is 1 person every 7m². Please take notice of the signs displayed in the pool area.

Before accessing the pool area it is required to rinse using the designated showers.

We would like to thank you in advance for your collaboration in spending time in the pool in a way that gives all guests the chance to swim and enjoy it.



- Avoid using or leaning on other guests' sunbeds.
- Avoid leaving your beach towel unattended.
- Use your beach towel when sitting or laying down on the pool area furniture.

Entertainment & Activities

All entertainment activities are organized following the safety measures established by the Summer Camps protocol. In particular, groups will be organized as follows:

- 1 staff member for every 5 children between the ages of 4 and 6;
- 1 staff member for every 7 children between the ages of 7 and 12;
- 1 staff member for every 10 people 13 years and over.

MINI CLUB

Our Mini Club is dedicated to children between the ages of 4 and 12, who will be able to spend some time with our entertainment staff. We would like to emphasize that the Mini Club is not a babysitting or daycare service, and therefore all children are under their parents' responsibility. Parents are strongly advised to remain in proximity to the Mini Club.

Mini Club activities are carried out from 10:00 AM to 12:00 PM and from 4:00 PM to 6:00 PM.

All daily activities are outlined in the program of activities on the bulletin board. A sign-up sheet will be available for parents to book their children's Mini Club time slot.

Activities will be diversified according to age groups. For instance, there will be one activity for kids from 4 to 6 years old and another one for kids from 7 to 12 years old.



- Please wear a face mask in the indoor Mini Club area.
- Avoid sharing items between children

We would like to remind parents to follow social distancing guidelines and keep 1 meter apart in the indoor Mini Club play area. Please respect maximum room capacity as outlined in the signs displayed in the Mini Club area.

All Mini Club items are washable and sanitizable.

JUNIOR CLUB

The Junior Club area is dedicated to the entertainment of children between the ages of 13 and 17.

In the event that in the Junior Club area there is no staff member to oversee activities, we would like to remind you to follow social distancing guidelines and keep 1 meter apart. Please respect maximum room capacity as outlined in the signs displayed in the Junior Club area.

All items in the Junior Club area are washable and sanitizable.

To use gaming controllers ask the front desk.

Gaming controllers must be returned to the front desk after use, in order to be sanitized before they are used again.

Please wear a face mask in the indoor Junior Club area and avoid sharing items with other people.



- Sanitize your hands and wear a mask before meeting the entertainment staff.

DAY ACTIVITIES

Day activities are dedicated to people 13 years and over.

Most activities take place in outdoor areas where social distancing safety measures can be guaranteed. All activities will be carried out in groups of 10 guests.

For all activities organized outside of the hotel premises, all minors need parental or guardian permission to reach and leave the group independently.

Parental or guardian permission can be given for single activities or for the whole duration of your stay.

The required paperwork is available at the front desk.

Day activities are mainly based on sports such as beach tennis, bocce, darts, beach volleyball, table tennis, matkot, etc.

All such sports are played one on one unless further regulations will allow to increase the number of players.

Group activities such as muscle toning sessions will be carried out following social distancing guidelines, with participants keeping 1 meter apart from each other.

For more information read the program of activities on our notice board.

In the event of rain, activities will be canceled, as established by the regulations that prohibit gatherings indoors.

EVENING ACTIVITIES

Every evening Color Holiday organizes events suitable for both adults and children.

Every event is organized to guarantee the required safety procedures and make sure guests are able to enjoy the show without worries.

Staff will be available to help guests pick their seats, which will be arranged to allow a 1-meter distance between each other. The 1-meter distance can be waived for guests from the same household and guests sharing the same room.

For more details refer to the program of activities displayed on our information boards.



- Sanitize your hands before participating to any activity.
- Respect social distancing measures and keep 1 meter apart from other people whenever possible.
- Wear a face mask whenever it is not possible to maintain social distancing.



Thank you for your collaboration and for choosing Color Holiday.
We wish you a wonderful stay.