

## YOU ARE OUR PRIORITY, WE WANT YOU TO FEEL AT HOME

At the Hotel Turin, our guests and employees have always been our priority, and that's why, now more than ever, We are taking all the necessary safety and hygiene measures in our facilities so that traveling remains a safe experience for everyone.

### Our commitment with cleaning and disinfection

The standards of hygiene, cleaning and disinfection are our priorities, with this objective we implement additional measures to guarantee the safety of our guests and employees.

#### **Rooms** - our usual comfort with maximum safety

- Cleaning and disinfection protocols are applied in order to clean the rooms, giving a special attention to the surfaces and frequent contact objects. ( taps, switches, hangers, etc.)
- Textiles in rooms and amenities have been reduced ( available in the reception)
- All keys/cards of the rooms are disinfected before its use
- Ventilation after the ozone disinfection process in rooms is maximized
- Cleaning and maintenance services will be provided when the client is out of the room
- The rotation of rooms is increased so that 48 h elapse between the stay of one client and another
- The textile material is cleaned at 60 °
- Blankets are properly protected

#### **Common zones** - our experience always with full confidence:

- Our guests will have hydroalcoholic gel at their disposal in the common reception areas and at the entrance of the breakfast room.
- The frequency of cleaning and disinfection of public spaces has been increased, focusing on reception, elevators and their buttons, doorknobs, hydroalcoholic gel dispensers, lockers, etc.
- At the entrance of the Hotel, there is a disinfectant carpet for shoes available
- The capacity in the breakfast room is reduced in order to avoid crowds by using shifts, that will be chosen at the check-in
- Breakfast will be a buffet assisted by our staff
- Minimum distance of 1,5 m is established between the tables both in the breakfast room and the terrace
- The maximum capacity in the elevators is adapted to one person or a family unit
- Temporary withdrawal of the furniture that does not allow compliance with the minimum distances
- Protective screens in the reception area and signaling on the floor to guarantee the compliance of the safety distance
- Guests who request it have at their disposal hygienic masks
- All glassware and tableware are washed at high temperatures in a dishwasher

### Our commitment to safety

Some of the measures implemented are the following:

- Distance markers are available to avoid crowding in the busiest areas and to ensure the minimum safety distance
- Each and every one of our employees has the necessary and adequate EPIS
- Card payment is encouraged
- Cleaning and maintenance staff will only agree to provide service when the client is not inside the room
- An action protocol is available in case of any employee or client shows symptoms compatible with Covid-19
- All employees have received training on Covid-19 and on established hygiene protocols

Free cancellation policy: more flexible than ever

All our rates, except the non-refundable ones, have a flexible cancellation and modification policy, and can be canceled or modified up to 48 hours before arrival so that you can make your reservations with complete peace of mind and without commitments