



★ ★ ★ S
HOTEL TERME
VILLA PACE
ABANO TERME

INFORMATION: BOOKING AND ARRIVAL OF THE GUEST

**FOR A PEACEFUL AND SAFE HOLIDAY
EVERYONE'S COLLABORATION IS NECESSARY.**

1. Capacity of the Hotel

Lower number of Guests than the normal capacity of the structure. Remember, **the use of the mask is MANDATORY inside the structure**, it is a protection for you and others!

2. Reception

At the reception there will be thermoscanner devices for temperature controls.

The key given to you has been sanitized; you will take it with you during the stay.

3. Check-in and Check-out

We will guarantee social distances during the Check-in procedures.

To each guest will be measured the temperature (< 37,5°) and everyone must signed a self-declaration.

4. Check-out:

In order to avoid gatherings, you could make an appointment at the reception for the payment. Upon departure, you must return the key and communicate any drinks consumed in the minibar of the room.

5. Common areas

The sanitizing gel dispensers will be placed in all common areas. The premises will be aired several times throughout the day. Please, stay as little as possible in the common areas and always using the mask.

Use the mask even where it is not mandatory ... is still a great idea.

6. Lift

We ask to use the lift one person at a time, unless you are from the same family group.

Cleaning is guaranteed several times a day.

7. Cleaning rooms and common areas

All the cleaning procedures of the rooms and common areas are intensified and they are more efficient, also adopting specific sanitization procedures. Do not stay in room during cleaning.

The guest could request that staff do NOT enter in room during their stay.

8. Bar

Table service and NOT at the counter.

9. Restaurant (ground floor, Lunch from 12:30 and Dinner from 19:30) and Breakfast room (on the 4th floor)

Use the mask when you are NOT sitting at the table.

10. Buffet

At the breakfast room and the restaurant it is temporarily suspended.

The waiters will bring everything you want to your table.

11. Thermal pools

Spaces and services of the pools will be organized to ensure the distance between the guests.

We count on the collaboration of guests to keep the distance in and out of the water.

We ask our guests to have a soapy shower in the room before going to the swimming pool.

The temperature of the thermal water with the normal filtering, chlorination and disinfection processes make it a safe place.

12. Medical Visit

The visit will always be made at the clinic, you will be called to your room, so please do not stay in front of the medical clinic.

The doctor will measure the temperature and draw up a personalized thermal protocol.



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13. Cure / Treatment department

Observe the access plan exposed at the entrance and the indications of the staff.

Before every cure or treatment we recommend you having a soapy shower.

14. Inhalation / Aerosol treatments.

We ask you to respect the timetables to ensure social distancing.

15. SPA and Thermal Cave

it is NOT possible the use of Thermal Cave, Sauna and Steam Bath.

16. Wellness / Aesthetic Center (on the 4th floor)

Before every treatment we recommend you having a soapy shower.

17. Gym (on the 4th floor)

The entrance to the gym will be by reservation at the reception so as to guarantee sanitization and air recycling before and after each entrance.

We remind you to change your shoes before entering and at the end of the training.

18. Staff

All our staff has been adequately trained in order to guarantee the highest level of assistance and safety possible.

20. Emergency protocol

In collaboration with our health director we will proceed with an emergency protocol for the management of any suspicious cases that should occur.