



BORGO
DONNA CANFORA



We'll take care of your safe holiday

Dear Guests, we are aware that this will be a summer unlike all the others, but we are also sure that together we will be able to make it unique and unforgettable by putting safety for all of us and our families first, but the care that we give to all our dear customers and our desire to offer an unforgettable holiday has not changed in the name of relax, of the sea and taste safely.

We have reorganized to be as efficient as possible with respect to safety measures, we will follow all the directives and protect the health of all.

To make this possible, with this, we are to inform you in detail of the measures taken and the related behaviors to be kept in the village from the moment of arrival until departure. For the protection of all, we trust in your kind cooperation.

CHECK-IN

In order to access the Borgo Donna Canfora may be required to measure body temperature. In case of temperature above the permitted limit (37.5 degrees) the guest will be asked to follow all instructions to go to a room used for this purpose and will be promptly notified on 118.

If feverish symptoms, coughing or breathing difficulties arise during your stay, it is mandatory to immediately inform the reception staff, in order to trigger all mandatory procedures for suspected Covid-19.

To avoid contact with customers for paperwork we will streamline the Check-in: each guest will receive by email a link to proceed to a pre-check-in, enter personal data before arrival and speed up the procedures. Only the parent company will show up at the front office with the original ID while the household will wait outside or in the reception waiting areas.

Upon arrival, each guest will be given a village identification bracelet to be worn indefinitely for the duration of the stay as a recognition tool as a screened and accepted presence within the property.

External visits from non-residents will not be allowed.

SPACE AND SECURITY DEVICES

We ask for your cooperation to respect the rules of social space. Please always keep the mask handy, which should be those cases where you can not maintain the safe distance of one meter. We will all use it to ensure both yours and our safety.

We invite you to sanitize your hands regularly, you will find gel dispensers at all access points to the common areas and in various places of the structure.

SANIFICATIONS

The already high hygiene and cleaning standards normally applied in the village will be implemented with sanitization techniques specific to each environment: housing, common spaces, beach and swimming pool; all in line with the Health Directives.

We have completely sanitized the structure when it reopens. All of our staff is up to date on new procedures and the use of sanitization products according to WHO guidelines. The linen is washed in 60 degrees with specific disinfectant products and bagged individually so that clean and dirty they can never be in contact. We use surface-specific products and sanitary products with disinfectant products. Before each arrival the room will undergo a disinfection treatment by air based on Surgical Medical Presidium products.

The air conditioning circuit is sanitized on a regular basis.

RESTAURANT

In the dining room all tables will be spaced out observing the minimum distance of 1 meter and subjected to sanitization procedures before each service and at each replacement.

The use of the mask will only be necessary for the entrance until the arrival at your table.

Guests with hotel treatment, on the day of arrival, the Maître will assign the table for the entire stay.

Our catering service worked before with a daily menu with lunch and dinner served at the table. The contours that were previously present at the buffet will be served directly at the table.

BREAKFAST This year, under the new regulations, we will offer a buffet assisted by our staff, where you can enjoy our genuine products as always at Km 0.

For guests with meals not included who want to use the restaurant service, the advance reservation of the table will be necessary, to make possible a arrangement of seats in accordance with the space.

BEACH AND POOL

We enjoy the wider private beach on the coast that allows a greater distance between the sun umbrellas than the new rules and such as to ensure in addition to safety also the maximum comfort and confidentiality. Every morning the sun umbrellas and sunbeds will be sanitized before being occupied with the appropriate tag.

The distance between the stations will also be respected in our seawater-fed pool as well as the sanitization of sun umbrellas and sunbeds at each occupant change. The water values will be constantly checked. The maximum capacity at the same time in the 3 pool pools is about 30/40 people, the use of the headset and the soap shower before entering is mandatory.

SHUTTLE SERVICE

It will be available from 8 a.m. to midnight. to reach the beach, with mandatory use of the mask. It is planned to be sanitized every ride by our staff.

WARNING: Only for this year, the services of the Fitness Center, Massage and Aesthetics Centre will not be available.

CANCELLATIONS

The cancellation clauses are also more advantageous and guaranteeing the guest: it can be cancelled without penalty within 30 days of arrival; After that date, the deposit can be converted to a Voucher of the same value for the whole of 2021.

We are at your disposal to offer you the holiday you dreamed of, with the commitment and dedication that distinguishes us. We need your cooperation to succeed, thank you.

The Hotel Management



The oasis you dream of all year round