

Updates and protocols related to COVID-19

It is our top priority to ensure your health, safety and well-being.

We are closely monitoring developments around the world, such as the World Health Organization (WHO), the Disease Control and Prevention Centers and the relevant authorities to know the specific needs in Italy, so as to ensure that the measures that we are following are adequate and comprehensive.

Our priority in our facility is to comply with comprehensive health and safety procedures, and to all local laws. We also provide best practices to follow with guidelines, we have supplemented these resources with additional guidance that is specific to the COVID-19 emergency regarding cleanliness, increased training and information in line with our high standards.

- Due to the present situation, guests with reservations prior to July 28, 2021 have been contacted directly from Riva Del Sole Resort & Spa, the booking agent or the online booking platform with which the booking was made. If not, please contact us directly.
- For the health and safety of our guests and colleagues in the hotel, and in line with current legislation and best practices, Riva Del Sole Resort & Spa tries it's best to guarantee all services but reserves the right to apply where necessary, modified or reduced services , e.g. reduction of restaurant and bar service, furniture and / or alternative services in the rooms. These changes are temporary and service levels will be restored as soon as possible, in compliance with regulations.
- Activation of highly qualified emergency teams to provide our guests with continuous assistance within 24 hours.
- We have increased the frequency of cleaning public areas (including lobbies, elevators, door handles, public toilets, sunbeds, etc.) and all areas of contact in the rooms.
- We have been informed of effective virus protection products and protocols and we are applying them.
- We continuously review our restaurant service in line with current food safety recommendations*. The majority of our restaurants is al fresco.

*The Green Pass is mandatory to enter the Gym, Sauna and Spa area.

*Riva Del Sole Resort & Spa does not require the Green Pass for those staying in the structure, instead a self-certification is required in compliance with the regulations.

* The entrance to the entertainment theatre is allowed only with green pass (mandatory from 12 years old)

- Our teams are proud to offer assistance and hospitality to everyone, a promise that guides us every day and that is fundamental in moments like these.

We look forward to welcoming you soon in Riva Del Sole Resort & Spa, and we apologize for any inconvenience caused.

We can't wait to resume normal activities. Thank you for the trust and support you have shown us.

Updated: August 6, 2021

"The measure of intelligence is the ability to change." Albert Einstein

Entries in Italy From Abroad

Digital Passenger Locator form (DPLF)

The decree of the Italian Ministry of Health dated May 14, 2021 established the following: As any entry into the Italian territory, from all countries (excluding San Marino and the Vatican), have the obligation to fill-in the digital location form, replacing the paper of self-declaration, which will continue to be used in the event of technological impediments.

Starting from May 24, 2021, for anyone arriving to Italy, by any means of transportation, will be required to fill in the passenger location form (Digital Passenger Locator Form - DPLF), replacing the self-declaration document, following the instructions below:

- connect to the site: <https://app.euplf.eu/#/>
- follow the guided procedure to access the DPLF
- choose "Italy" as country of destination
- register on the site by creating a personal account with user name and password (you only need to do this the first time)
- confirm the account via the link sent to your indicated email address (you only need to do this the first time)
- fill-in and send the DPLF following the guided procedure

Once the form has been sent, the passenger will receive the DPLF in pdf format and QR code at the designated e-mail address indicated during the registration. You must be able to show this QR code directly from your smartphone (in digital format) upon boarding. Alternatively, the passenger can print a copy of the DPLF to show while boarding.

The form must be completed for each adult passenger; in the event of the presence of minors, they can be registered in the accompanying adult form. In the case of unaccompanied minors, the DPLF must be completed by the guardian before departure.

Countries:

Austria, Belgium, Bulgaria, Cyprus, Croatia, Denmark (including the Faroe Islands and Greenland), Estonia, Finland, France, (including Guadeloupe, Martinique, Guyana, Réunion, Mayotte and excluding other territories located outside the European continent), Germany, Greece, Ireland, Israel, Latvia, Lithuania, Luxembourg, Malta, Netherlands (excluding territories located outside the European continent), Poland, Portugal (including Azores and Madeira), Czech Republic, Romania, Slovakia, Slovenia, Spain (including territories on the African continent), Sweden, Hungary, Iceland, Norway, Liechtenstein, Switzerland, Andorra, Principality of Monaco, United Kingdom.