

## 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 June 20, 2020 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 its 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, pools and beach, 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.
- 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: May 8, 2020