



ROCCO FORTE HOTELS

OUR HEALTH AND SAFETY PROTOCOLS



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In light of the rapidly evolving circumstances with COVID-19, we are doing all we can to protect our guests and team members to ensure we play our part in mitigating the risk for everyone around us while delivering our usual refined service.

We are continually monitoring developments and adjusting our policies accordingly giving full recognition to the recommendations of international bodies such as the World Health Organisation and the protocols required by the governments and local authorities where we operate.

After consulting with health and safety experts, we have implemented full-scale enhancements to our already stringent procedures which far exceed internationally accepted standards. Each hotel has a dedicated Health & Safety Supervisor to lead this. Here is a summary of the main initiatives.

Whilst delivering service, all team members in all departments, wear protective masks





FRONT DESK & ARRIVAL EXPERIENCE

- Paperless/virtual/in-room check-in and check-out is available upon request
 - Guests' luggage is professionally and safely sanitised before being delivered to the rooms
- Social distancing is observed in all public areas and a dedicated team is on hand to assist guests
- Only one person or one family group is allowed to use the lift at any one time
 - Hand sanitising dispensers are positioned in public areas
- Counters, keys, pens, credit card machines, other high touch items and surfaces are constantly sanitised





HOUSEKEEPING

- After all guests' departure, rooms undergo a deep cleaning and sanitisation programme
- Room allocation is spaced apart as occupancy and room inventory allow
- The highest cleaning and sanitisation procedures are applied to pillow covers, duvets, mattress covers, TV remote controls and telephones after each guest departure
- A "Clean Room" seal is applied to the entrance door and sanitised rooms are kept unused for a safe interval before any new guest uses the same room



RESTAURANTS & BARS

- In all restaurants and bars the seating capacity has been reduced to ensure the appropriate distancing regulations are adhered to without spoiling the dining experience, décor and style
- Prioritised outdoor seating, weather permitting
- Reservations are recommended due to limited capacity
- Single use or laminated menus for easy sanitising are in use
 - Breakfast is served à la carte



IN ROOM DINING & IN ROOM BAR

- In-room bar sanitisation after each guest departure and “Ready for You” seal is applied

New In-Room Dining Experience

- Only trolleys are used for in-room dining deliveries and all dishes are covered with a cloche or single use napkins
- While preparing the table team members ask guests to allow for social distancing
- No need to sign checks to avoid unnecessary contact





GYM FACILITIES

- Furniture and gym equipment have been rearranged to adhere to the appropriate distancing regulations
- Fitness centre space may be limited in busiest hours and guests are encouraged to schedule their preferred time slot in advance
- Bottled water, towels, individually wrapped energy bars and headphones are available at the Spa Reception
- Herbal teas and fruit are temporarily suspended
 - Private fitness room are available upon request - charges apply





SPA & POOL FACILITIES

- Reservations are highly recommended for all spa treatments. Consultation forms are accessible online
- Pool side furniture is arranged with a minimum of 1.5 meter separation.
 - Lounge chairs and tables are sanitized after each use.
- The indoor pool access is scheduled in advance to ensure no over-crowding
 - Pools, hydro massage pools, changing rooms and shower areas are constantly cleaned during the day and fully sanitized every night





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