



LEFAY RESORTS & SPA

COVID-19 POLICY

Dear Guests,

We are pleased to announce the introduction of “Lefay Care”, created in collaboration with the Lefay SPA Scientific Committee following the guidelines issued by the World Health Organisation as well as national and local authority recommendations. This protocol provides responsible measures to stop the spread of COVID-19, whilst continuing to offer a comforting and enjoyable experience for our Guests. This programme completes our operational standards certified ISO9001 and ISO14001 by TÜV, which are constantly under audits.

BROAD SPECTRUM SANITISATION

Thanks to our state-of-the-art technology systems, the sanitisation of all areas is carried out through an innovative process using the automatic immission of active substances with a broad-spectrum effect on viruses and bacteria.

All equipment for Guests use is constantly sanitised, as well as all vehicles for transfer services. In the Resorts hand sanitisers, masks and disposable gloves will be always at your disposal.

NATURAL LOCATIONS

Our Resorts are located within great natural settings: in Northern Lake Garda Park and Adamello Brenta Natural Park, where you can enjoy a wide range of open-air activities.

ARRIVAL AND RESORT SERVICES

At arrival, our Staff will measure your temperature using a thermal scanner. To protect everybody's safety, if your temperature is more than/equals 37,5°, the Properties may not be accessed.

To reduce the interaction with the Front Desk Staff, online check in will be encouraged and all services available will be explained inside your Suite, by phone or tablet.

DISTANCING IN WIDE SPACES

The luxury of Lefay's large 50sqm Suites and spacious SPA (from 3.800 sqm) makes it easier to keep distancing without too much effort. To ensure the widest individual space possible, our Resorts will operate initially with a limited number of Suites.

BARS AND RESTAURANTS

The tables will be laid out to guarantee wide personal space. All buffets have been replaced with à la carte service and menus will be downloadable on your mobile through a QR Code. In addition, room service menus have been expanded to allow you to enjoy your meal in the privacy of your Suite.

LEFAY SPA

To avoid any possible gatherings within the communal SPA areas (Pools, Saunas, Relax and Fitness Areas), access is limited to a reduced number of Guests and this is constantly monitored by our Staff. All gym equipment is sanitised after use and reservations for courses is recommended. All therapists wear personal protective equipment and treatment rooms are fully sanitised after each treatment.

STAFF

All Staff regularly undertake serum and immunological tests, their temperature is checked daily and the use of personal protective equipment is mandatory. Each member participated to specific training sessions related to the new health measures to guarantee an updated specific knowledge for Guests and colleagues.

FEXIBLE RATES

In these uncertain times, we would like to offer you flexibility in planning your holidays: for all bookings up to the end of November 2020, you may change your dates up to 3 days before arrival.