

# VERDURA RESORT COVID-19 POLICY

The situation relating to the virus is continually evolving as more becomes known about it. We continue to monitor developments and adjust our policies accordingly. Full recognition is given to the recommendations of international bodies such as the WHO and the protocols required by the local Governments and authorities where we operate.

At Rocco Forte Hotels, we have consulted experts in the field and have developed our own policies which far exceed the internationally accepted standards.

Prior to re-opening our hotels, we are engaging specialised firms to deep clean and sanitise all hotel areas which include all rooms and public spaces and back of house areas. All air conditioning units and air filters will receive specialised treatment.

All employees will receive training in the new protocols before the hotel opens and this will be ongoing thereafter. This will include interaction with guests and welcome procedures. All contractors and third parties we deal with will be asked to follow the same procedures. We will also temperature check all staff members on arrival each day and any showing any Covid-19 symptoms will be asked to remain at home. All members of staff will wear protective masks and gloves whilst performing their duties.

All luggage arriving at the hotel will be safely and professionally sanitised before being delivered to the rooms.

All hotel rooms will be meticulously cleaned and sanitised, using professionally certified products effective against Covid-19, each room will be disinfected and sealed after each guest departure.

Enhanced cleaning and disinfection procedures will be implemented in all public areas and lifts. Dedicated team members will sanitise all surfaces and touch points on a regular basis throughout the day.

Social distancing will be observed in all public areas as required by local regulations. This will include restaurants, bars, other food and beverage areas and our gyms and spas. We have devised special room service menus for those who feel more comfortable dining in their rooms.

The same vigorous cleaning and disinfection procedures will be applied to our staff and back of house areas.

Masks, disposable gloves and hand sanitisers will be made available in guest bedrooms and sanitisers will be available in all guest areas.