

PALACE MERANO COVID-19 POLICY

Our highest priority is the health, safety and security of our guests and employees.

We are continuously monitoring and adapting to the changes in the recommendations and guidelines of the local government and health authorities in order to provide the best service possible while safeguarding our guests and staff.

Our hotel adopts all measures to guarantee a COVID-19 free environment for our guests. Our facility has become a "**Covid Protected Area**" which means that all employees and guests must undergo a test to check for the virus.

IMPORTANT NOTE:

Prior to check-in we request a certified rapid nasopharyngeal antigenic test or a certified PCR (nasopharyngeal swab) test with a **negative result** dating back to **no more than 48 hours** before arrival, as required by law.

If necessary, we are able to carry out a certified rapid antigen test for clients' return journeys before departing Palace Merano at a cost of €50 per person and by appointment only.

[For more information on national COVID-19 measures, we invite our clients to read the latest legislation in force.](#)

GENERAL SAFETY PRECAUTIONS

- Upon entering Palace Merano, the body temperature of each person will be automatically detected and monitored.
- Inside the hotel, guests will find hand sanitiser dispensers, disposable gloves and masks in all common areas.
- All common areas and spaces will be frequently cleaned, guaranteeing the highest quality standard that you can find in a luxury hotel.
- The tables at the restaurant are placed 1.5 meters apart to ensure social distancing.
- Due to our status as a "**Covid Protected Area**", access to the gym, sauna and swimming pools is permitted.
- All devices and equipment will be sanitised after each use.
- The therapists (masseuses, doctors...) and all staff members of the hotel wear FFP2 masks.

COVID-19 regulations, behaviour and standards of the Palace Merano staff

We are proud to inform you that all of our staff will take a coronavirus antigen test on a weekly basis.

ACCOMMODATION STANDARDS

Thanks to our experts, we have developed a service protocol that provides for the complete sanitation of your room or suite before arrival.

- We have raised the standard of sanitation of all rooms using specific and certified products twice a day.
- The ventilation system is subject to constant purification.

Furthermore, guests will find a **complimentary COVID-Kit** in their rooms or suites, including:

- 1 FFP2 certified mask
- 1 surgical mask
- 1 bottle of hand sanitiser gel

Additional personal protective equipment can be purchased at reception.

LIMOUSINE SERVICE - TRANSFERS

All of our cars have a device installed that shields the driver from the guest area.