



What to do before arrival at the villa

Owner

Provision of individual safety devices

- Every owner must provide specific **individual protective devices (masks, sanitising gel gloves) for the staff** who will be, in various capacities, engaged in the maintenance of the house and reception and for those **guests who do not have them**.

Start of season

- The villa must be issued with **Certified Sanitization**, that is, it must be **sanitized with the methods provided by a qualified company** who will issue certification of the intervention.

At every guest change

- You may choose between:
A) Certified Sanitization through a specialised firm who will issue the specific certification.
B) Self-certified disinfection with cleaning staff, assuming the responsibility that this is always carried out in respect of the regulations of the competent authorities.

Maintenance of the structure

- In the case of maintenance and interventions, **the staff in charge will sign the Self-Certification** attesting to the absence of Covid-19 symptoms at the time of entry in the structure and **will fill out the self-check register** to attest that this type of intervention took place in respect of the aforementioned protocols.



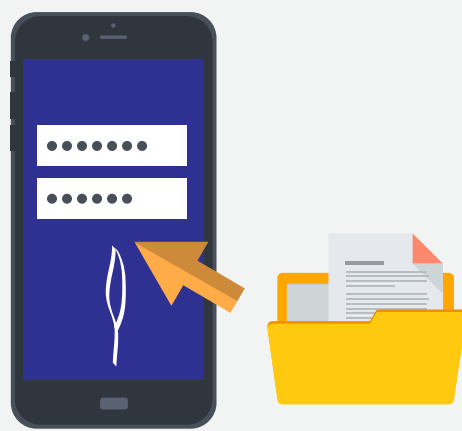
Guest

Self-certification download

- By logging in and entering your own Reserved Area and after clicking on "Open Reservation" and scanning down the page, you will find the **Self-certification that attests the absence of Covid-19 symptoms at the moment of check-in** and confirms that you have not violated fiduciary home isolation.

Form download

- **Acknowledgement Form** with which the guest **affirms that the structure has adopted the safety protocols at the check-in phase and that he has seen the certification of sanitization or disinfection** of the villa on occasion of the guest change in accordance with the Covid-19 protocol.



Owner



Check-in

Distance

Guest



Safe reception Project

- The person in charge of the reception service must be **equipped with all personal safety devices, such as masks, sanitising gel or gloves** and must have, **inside the structure**, supplies of the material with which to provide the guest if he should be without.

Consignment of information regarding Covid-19

- The client will be given information containing the recommendations concerning Coronavirus and **will sign for acceptance**, together with the Acknowledgement Form in which the guest will observe the respect of the safety measures, the presence of PPE and acknowledgement of the proof of Sanitization.

Collection of documentation and keys

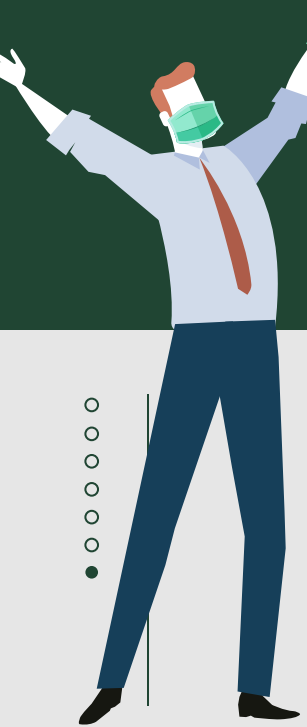
- **Only one person of the group** of guests will carry out the check-in
He will sign the self-certification stating that at the moment of arrival no symptoms of fever or other nature attributable to Covid-19 are present:

If the guest does not have this document, this will be provided to him by the person in charge of reception.

Undersigning of the forms presented

- **He will sign the Acknowledgement Form** of certified Sanitization or self-certified disinfection.

Owner

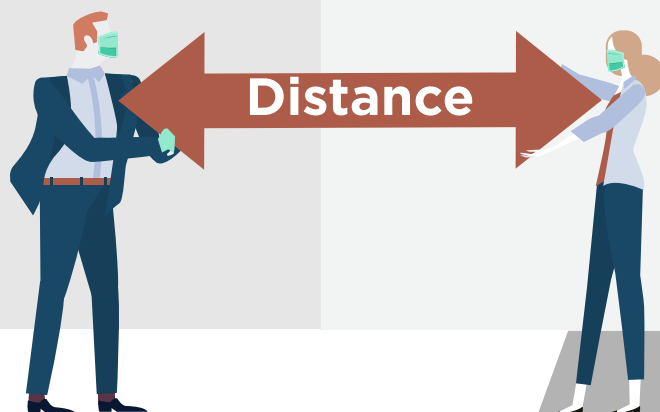


Check-out

Guest



- **Check-out will take place at the structure**, including restitution of the keys, while observing **safety distances**, wearing the protective masks and generally respecting **all precautionary measures** and recommendations of social distancing and hygienic behaviour.



Assistance 7 days a week

Our offices with dedicated staff are at your disposal for further clarification. Please write to deskhost@emnavillas.com

