

Post Coronavirus Update

Dear Guests,

Our lives have been turned upside down by the spread of the coronavirus.

Getting back to normal will be slow and gradual, and we as hotel operators, must adapt to the new reality in order to make holidays safe for their guests.

In response to the recent development of the COVID-19 pandemic, the B&B "Sotto il Vulcano" will follow the latest advice and recommendations from the World Health Organization (WHO) and the local authorities. We are working towards providing the best possible service to create the conditions for a reassuring stay in the Etna area, and to offer a safe and well deserved Post Coronavirus holiday, at the foot of the wonderful Etna Volcano.

Our number one priority is the well-being, health of our guests. In order to secure that, we have set-up procedures, plans and routine in place, so that all of our guests can feel safe when staying with us:

Safe Holidays - COVID-19

Check- in

- ✓ The reception staff will wear a mask and gloves
- ✓ We will avoid direct contact and keep a safe distance
- ✓ For those who wish or for staff needs, there will be the possibility of a self check-in and with is zero contact with the reception
- ✓ Being our guests rooms with independent entrance, ensures the least possible contact among the guests
- ✓ Breakfast is possible in the garden and in the dining room ensuring the right distance between the guests
- ✓ Room service will be available based on our daily breakfast menu

Cleaning

- ✓ Before the guests' arrival, the surfaces of the rooms are completely disinfected and sanitized
- ✓ Sheets, pillow cases and towels are supplied and sanitized by a qualified and certified laundry
- ✓ We will pay particular attention to the room ventilation
- ✓ Door handles, light switches and remote controls will be properly disinfected
- ✓ Disinfectant dispenser containing disinfectants suitable for viruses is available in the public area

Rules for guests

- ✓ Guests must respect the social distancing with the staff of "Sotto il vulcano" and with other guests present in the B&B
- ✓ Guests are asked not to create gatherings
- ✓ Guests inside the B&B must be wear a mask

Thank you for your understanding / collaboration and we look forward to seeing you and want to reassure you that we are taking every reasonable precaution to promote a safe and healthy environment.

Sicily is waiting for you!

