



Enjoy with a smile

Your safety is close to our hearts 

We have given a lot of thought into making you feel even more comfortable on your next holiday with us. Your health is in the best hands with us.

Hygiene and cleanliness have always been a matter of principle for us, but now we are intensifying cleaning in all areas. All measures implemented at Residence Aretia to prevent Covid-19 comply with the recommendations of the World Health Organisation (WHO) as well as regional and national health and hygiene regulations.

With a lot of safety and commitment on our part, we contribute to a reassuring holiday:



RESERVATION WITHOUT RISKS

You can book your holiday without worries & **cancel your reservation free of charge up to 7 days before arrival.**



FEEL SAFE

You will find a **hand sanitation station** at the entrance.

All the relevant surfaces in public areas are disinfected and cleaned several times a day. We wear mouth and nose protection at all times and wash and disinfect our hands at regular intervals.

Our cleaning employees are trained and wear mouth and nose protection.

Special cleaning and disinfection plans ensure your safety in the whole house.

You will find your living unit completely disinfected and thoroughly cleaned at your arrival.

We will not enter in your apartment during your accomodation.



YOUR PERFECT BREAKFAST

Upon request, we will serve you breakfast, so you can take a seat and relax. In the buffet area, face masks and disposable gloves must be worn.

**We are looking forward to welcome you.
Beyond our masks we always welcome you with a smile.**



*Emanuel
&
Silvia*

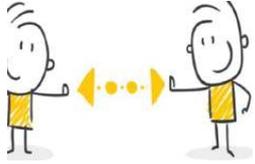


Correct behavior - for the right level of security



Please wear a mask if you encounter people.

This is valid for all public areas.



A safe distance of 2 metres must be kept between any two individuals (except those living in the same household)



Please follow hygiene rules and disinfect your hands regularly.

Hand sanitiser will be available at the entrance.



Please stay at home / in your room or apartment if your **body temperature is over 37,5°**. Please contact the doctor.



If you are **doing sports** a safe distance of 3 metres must be kept between any two individuals (except those living in the same household).

If you cannot keep the distance or encounter others, you must wear a face mask.



The tables are arranged in such a way that there is a **distance** of 1.5 metres between people or one metre between one back and the other, except between members of the same household living together. Tables and separators must be cleaned and sanitised every time guests leave. All serving staff must wear suitable face masks. We recommend that you make a booking before visiting a restaurant. You can book a **takeaway service** here: <https://www.valgardena.it/en/addresses/gastronomy/>



A safe distance of two metres must be kept between any two people inside shops.

Face masks are mandatory in all indoor spaces. Inside grocery shops, all staff and customers must wear disposable gloves.

Checkouts are equipped with a protective barrier. Only a limited amount of shoppers are allowed inside the building at the same time.



Closed cable cars must operate at no more than 2/3 of their maximum capacity.

This restriction does not apply to members of the same household.

It must be possible to keep at a safe distance from others in the cable car waiting areas; hand sanitiser must be available.

All cabins are cleaned and sanitised regularly



Passenger numbers are limited. All passengers must wear face masks covering their mouth and nose on public transport and at stops and stations. A safe distance of at least one metre must be maintained at all times. Only designated spaces may be used. Passengers are required to embark and disembark in an orderly fashion, using the designated doors. **Tickets are available at the reception.**