



GUIDELINES FOR STAYS IN iH HOTELS

Everything you need to know for a safe stay in our hotels

iH HOTELS GROUP
IN COMPLIANCE WITH
THE CONTAINMENT
PROVISIONS ANTI COVID-19
HAS CREATED ITS OWN
OPERATIONAL PROTOCOL
IN ORDER TO GUARANTEE
EVERY SAFETY TO YOUR STAY
AT ITS HOTELS



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GUESTS

- ALL GUESTS ARE WELCOME
- WE GUARANTEE SOCIAL DISTANCE
- WE PROVIDE SANITIZING GEL AND MASKS
- IF YOU NEED HELP AND SUGGESTIONS OUR TEAM IS AT YOUR DISPOSAL



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EMPLOYEES OF THE HOTEL

- STRICTLY FOLLOW THE GUIDELINES OF THE GOVERNMENT
- HAVE BEEN TRAINED IN THE EVENT OF AN EMERGENCY
- VERY CARE FOR PERSONAL HYGIENE AND OF THE ENVIRONMENTS
- WE ARE HERE TO HELP YOU AND REPLY TO YOURS QUESTIONS



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CHECK-IN

- PLEXIGLASS BARRIERS AT THE RECEPTION COUNTER
- POSSIBILITY OF ONLINE CHECK-IN
- SANITIZING GEL DISPENSERS
- FACIAL MASKS AVAILABLE
- POSSIBILITY OF DIGITAL PAYMENT WITHOUT TOUCHING MONEY CASH



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ROOMS

- CLEANING AND DAILY SANITIZATION OF THE ROOM, LINEN AND TOWELS
- “DISPOSABLE” GLASSES AND CUPS
- NO PAPER. INFORMATION ONLY THROUGH QR CODE IN THE ROOM
- POSSIBILITY TO ASK NOT TO ALLOW THE HOTEL STAFF TO ENTER THE ROOM FOR CLEANING AND REFILLING THE MINIBAR



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RESTAURANT

- AT THE TABLES WE GUARANTEE THE RESPECT OF THE PHYSICAL SAFETY DISTANCES
- CLEANING AND SANITIZATION EVERY DAY
- DIGITAL FOOD MENU VIA QR CODE
- POSSIBILITY TO ORDER BREAKFAST AND MEALS IN THE ROOM



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COMMON AREAS

- LARGE INTERNAL AND EXTERNAL SPACES TO ENSURE THE PHYSICAL SAFETY DISTANCE
- ALL ENVIRONMENTS INSIDE AND OUTSIDE ARE CLEANED AND SANITIZED EVERY DAY
- INFORMATION SIGNS VISIBLE EVERYWHERE
- SANITIZING GEL AVAILABLE



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RECREATIONAL AREAS & SPORTS

- WE GUARANTEE COMPLIANCE WITH PHYSICAL DISTANCES FOR SAFETY
- CLEANING AND DAILY SANITIZATION ON ALL SURFACES AND SPORTS EQUIPMENT
- DISINFECTANT GEL DISPENSERS AND SUPPLY OF OTHER SAFETY DEVICES
- TRAINED STAFF THAT KNOWS YOUR NEEDS AND PRIORITIES



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BEAUTIFUL TO BE HERE **AGAIN.**

KEEP YOUR **SAFETY AND HEALTH** AS MUCH AS OUR...
TRUST US, WE ARE HERE TO WELCOME YOU, **ALWAYS.**

HAVE A NICE STAY



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