

OUR COMMITMENT TO YOU. COVID-19 TRAVEL INFORMATION

We are working hard to welcome you soon to amazing Sardinia. We will make your holiday unforgettable, with the utmost levels of safety and tranquillity for you and your loved ones.

A dedicated COVID UNIT is monitoring daily the application and efficiency of all procedures.

Chia Laguna is still one of the most beautiful destinations in the world, this year even more.

We are implementing an extensive series of operational protocols to guarantee the highest health and safety standards for our guests and staff following World Health Organization and Italian authorities' guidelines.

This is how we guarantee your holiday is safe and serene.

SANIFICATION AND HEALTH & SAFETY

Air conditioning:

following current government regulations common area air conditioning systems are accurately cleansed and sanitized using a hydroalcoholic solution and hydrogen peroxide. Guest rooms are sanitized with same protocol before each guest's arrival.

Sanitizing gel stations:

sanitizing gel stations are available in each area of the resort and in all guest rooms.

Personal safety devices:

guests and personnel will be required to wear masks in all common areas and where security distance of 1 meter is not possible.

Common area sanification:

common areas are sanitized daily using specific antibacterial and viricidal

products.

Guest room sanification:

the majority of our rooms have private, open-air spaces and windows which help airing of these areas. Guest rooms are sanitized daily using specific antibacterial and viricidal products, with particular attention to objects that are frequently touched.

Body temperature measurement:

in order to access the resort, we may require body temperature measurements with contactless thermoscan devices for guests and staff in compliance with individual safety and privacy regulations.

Transfer service and beach shuttle bus:

our transfer vehicles are subject to strict daily sanitizing protocols and guarantee 1-meter distancing between passengers. In case a safe distance is not possible we will require masks.

PRIVACY AND SOCIAL DISTANCING

Check-in and check-out:

check-in procedures maybe be partially carried out before arrival in order to avoid any unnecessary close contact with reception personnel. During check-out contactless payment devices will be encouraged.

The resort:

with a total of 13 hectares, the resort offers open spaces, both indoor and outdoor, in common areas and guest rooms.

Restaurants and bars:

our restaurants and bars offer open indoor and outdoor spaces and easily guarantee proper distancing among tables, as per current government regulations. It is also possible to request room service to combine utmost safety with an exclusive experience.

LEISURE ACTIVITIES AND ENTERTAINMENT

The resort's open spaces and open-air help us facilitate leisure activities with the highest standards of health & safety all while have fun. Entertainment and sporting activities will follow current regulations and guidelines.

SPA

Our already high-level sanitary standards at the spa will be enhanced to guarantee utmost safety.

Treatment beds and **treatment rooms** are sanitized using hydroalcoholic solution and peroxide after every single session.

Spa therapists are required to wear specific protection devices. The above will grant you a very relaxing experience in total security and tranquillity. The **spa solarium areas** are sanitized at least once per day using a sodium hypochlorite solution, whilst pool water hygiene is guaranteed by regular automatic chlorine systems.

STAFF TRAINING

Staff: all of our personnel has been trained for compliance and monitoring of health and safety protocols adopted following World Health organization and Italian government regulations. All of our staff is subject to body temperature measurement before each shift. A dedicated protocol for suppliers entering the resort has also been implemented.

The above guidelines will be constantly updated following regulations updates.