

## FORTE VILLAGE COVID-19 PROTECTION PROTOCOL

Forte Village is getting ready for the summer, setting in place the highest health and safety protocols to protect its guests and the members of staff, according to the World Health Organization guidelines. In addition to these, it has introduced some extra measures with the support of a Scientific Medical Committee. **The only resort in the world to apply a protocol with the most advanced diagnostic technology, in order to create a protected environment that minimizes the risk of contagion and enable you to spend a serene holiday, without excessive restrictions that could compromise the spirit and enjoyment. To this end, Forte Village has developed the Covid Protection Protocol, which is set out below.**

### CUSTOMER PATHWAY AND CHECK-IN

- All checks will be carried out, in full compliance with all the measures provided by the security protocol, in a dedicated area of the resort surrounded by lush vegetation equipped with all comforts.
- The medical facility includes a team of specialists who will use cutting-edge equipment is able to guarantee very high sensitivity/sensibility of the tests delivering results in a very short time.
- From the arrival to the resort, the facility will provide a sanitized vehicle with personnel previously checked by the medical team.
- All baggage will be sanitized before entering the resort.

### THE RESORT

- With its 50 hectares of flourishing park, Forte Village can be considered a destination in its own right with only one accessible entrance from outside. All services and infrastructure are accessible only to resort guests. A protected oasis which can only be accessed after strict medical supervision.

### MEDICAL CENTER ON-SITE

- A Medical Center is available on site, 24 hours a day, 7 days a week. The establishment of a Covid protection medical facility will guarantee both guests and staff to be tested in order to verify their state of health, performing and monitoring activities in compliance with rigorous procedures for medical health.

### TEAM OF DOCTORS AND HEALTH EXPERTS

- The presence of a management team of doctors and health experts from the “Covid Management Team – CMT” sector, able to manage processes in full compliance with the highest standards of hygiene and safety

### SANITIZATION

- A protocol for sanitizing all common areas and surfaces twice a day with state-of-the-art certified equipment will be implemented
- Sanitization of the common areas will also include walkways, play areas for children, sports facilities, swimming pools, bicycles before and after delivery, as well as golf buggies
- The sanitizing protocol will also be applied to the guests’ rooms
- Hand sanitizer stations will be available throughout the property
- All baggage will be sanitized before entering the resort.

- Appropriate distancing will be guaranteed on the beach and the swimming pools as well as the sanitization of sunbeds, walkways and other materials, using eco-friendly products with low environmental impact
- In the swimming pool, as usual, a daily check of the water parameters and the chlorine level will be carried out to ensure continuous disinfection

#### **STAFF**

- A training program on all the prevention and protection measures for all the members of staff will be implemented to guarantee their own and all guests' safety
- All our employees will undergo a regular cycle of tests
- Strict procedures for suppliers and technical assistance firms accessing the Resort are already in place

#### **ROOMS**

- Different types of accommodation, each with its own personality, meet the most demanding expectations of privacy: from the bungalows with their large private gardens, which make each unit a sort of small holiday home, to the exclusive villas each with its own private, heated swimming pool and butler service available 24/7

#### **RESTAURANTS**

- Almost all open-air, wrapped in gardens or by the sea, will be rearranged, maintaining the atmosphere that makes them unique

#### **SPORT & LEISURE**

- A wide choice of Sports Academies, including individual ones with personal trainers, and facilities that allow you to practice most of the sports outdoors
- A 4000 m2 open-air thalasso SPA surrounded by a tropical garden
- Kids & teens club, supervised by highly qualified staff, where children can be split into smaller groups in different, open-air locations, due to the number of facilities and activities available, so that all the activities proposed can be joined in total safety