

Castel Monastero

2020 Update + Health & Safety Protocols

CASTEL MONASTERO*

PLAN TO RE-OPEN:

July 1st

SERVICES:

One restaurant will be operational upon reopening, the Contrada Restaurant in the property's main piazza. All dining will be on an à la carte basis, replacing buffet service at breakfast. The spa will be open and will feature a private spa suite with its own hammam and jacuzzi.

HEALTH & SAFETY PROTOCOLS:

- 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.
- A protocol for sanitizing twice a day all common areas and surfaces with state-of-the-art certified equipment will be implemented.
- Sanitization of the common areas, will also include streets, sports facilities, swimming pools, bicycles before and after delivery, as well as golf cars.
- The sanitizing protocol will also be applied to the guests' rooms. Rooms and suites will be cleaned and sanitized for 24 hours between guest arrivals.
- All hotel linens and laundry will be washed at a higher temperature (above 140 degrees F).
- Hand sanitizer stations will be available throughout the property.
- Appropriate distancing will be guaranteed on the 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.
- Hygiene and sanitation rules for drivers and vehicles used for the private transfer services will be guaranteed. Guests' luggage will be sanitized before being delivered to the room.

GOOD TO KNOW:

We want to reassure our guests that their well-being, and that of our staff, will be our highest priority. Our location here in the Tuscany countryside is ideal. While guests can enjoy the wide-open spaces of our setting (we've just added a trekking experience for guests to enjoy nearby), they are also a short distance from Siena and other iconic sites of the region.