



## MEASURES FOR SAFE AND RELAXING HOLIDAYS

### Change your booking without any cost

If you already have a reservation in one of our establishments, we offer you the possibility to change or cancel it for free. Our staff will take care of the change or cancellation of your booking and help you with any other questions you may have.

### Free cancellation of new bookings

To make it easier for you to plan your trip, we offer you the possibility of a free cancellation up to 48 hours before your arrival.

## Security during your stay

Our greatest concern is the safety of our guests and our employees. Therefore, we have implemented several health and safety measures in our apartments.

- **Room disinfection before entry:** Our cleaning staff will disinfect the rooms with hospital-quality products before your arrival.
- **Public areas cleaning:** We have increased the intensity and frequency of cleaning and disinfection of our public zones, cleaning all common areas (counters, door handles, elevators, public bathrooms...) with particular intensity.
- **Apartment keys disinfection:** To increase security, apartment keys are disinfected after the departure of each guest.
- **Hand disinfectants:** are available for our guests in each room and in all common areas.
- **Protected direct contact:** All employees who come into direct contact with the guest wear a mask and protective gloves.
- **Free health kit:** each guest will get a health kit consisting of a mask, disinfectant gel and gloves
- **Regular testing:** All employees must be tested before entering their place of work.

