

Dear Guest,

Your comfort, health and safety are our paramount priority and we have always committed to maintain the highest levels of care, dedication and hygiene.

Because of the COVID-19 pandemic, we have now adopted additional measures, procedures and protocols to ensure every stay with us is even more relaxing, safe and clean.

In response to Coronavirus (COVID-19) the hotel ensure the application of the new lines to contain the spread of the Covid-19 as provided for by the Council of Ministers' Resolution of the 31st January 2020 and the Prime Ministerial Decrees.

On a voluntary basis the company decided to subject all staff to serological tests prior to start the activity.

For the definitive measures of the structure to help protect the safety of guests and staff, certain services and amenities may be reduced or unavailable.

Below is an update on the new steps about Comfort and Health & Safety initiatives we have implemented to give you peace of mind about future stays so you can book – and stay with us! – with confidence.

This page shall be regularly updated with the latest information regarding both Comfort and Health & Safety measures and you are therefore kindly invited to check it from time to time prior to reservation and check-in.

AMENITIES FOR ALL OUR GUESTS

- Check in 2:00h PM – check out 12:00h AM (self check in online to be made prior arrival)
- Daily BREAKFAST “à la carte” or buffet self service
- SNACK BAR LUNCH
- DINNER served in “La Perla” restaurant
- Use of gym within the expected opening time slot with sterilization at the end of each use – on request (with extra charge)
- Room service – on request (with extra charge)
- Internet Wi-Fi connection included, free of charge
- Outdoor Pool included, free of charge
- Golf Puttin Green – on request (with extra charge)
- Service, VAT and taxes included
- City tax € 2,00 per person per night

Enhanced Health & Safety Art Hotel Diamond Naxos Taormina

The new Health & Safety measures have been adopted in compliance with the current directives of the World Health Organization (<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>) and of national/local governmental and health authorities.

These measures – which shall be regularly updated based on possible new directives issued by the aforementioned authorities – at the moment include the following:

- In order to minimize risks, contactless check-in shall be encouraged.
- Payment by credit card shall be encouraged, but cash will be accepted anyway.
- The signage on the floor will indicate the separate entry/exit routes in the hotel entrance and common areas to avoid the crossing of guests and to ensure compliance with the distance.
- Temperature checks for all guests and specific procedures to handle temperature detections of 37.5 degrees Celsius, in accordance with regulations, without recording of data.
- Guests will be required to sign health declarations and liability waiver forms upon arrival.
- Hand sanitizers shall be placed at guest contact in all common areas
- Mandatory use of face masks for all guests in all common areas and during the check-in/check-out. Personal protective equipment (PPE) – namely: face masks - shall be provided to all guests by the hotel on request.
- Automatic opening door sensor in all common areas; Rooms door opening with magnetic card with sterilization every guest change.
- The use of elevators will be limited to a number of guests at a time to ensure social distance.
- ½ mineral water and ½ sparkly water in room at the arrival (free of charge). The minibar will be filled upon request.
- Enhanced health and safety training for all employees shall be put in place ranging from social distancing awareness to the correct procedures for wearing PPE as well as case monitoring and notification procedures.
- The employees shall be regularly subject to temperature checks, have to sign health declarations and constantly wear PPE.
- Regular cleaning and disinfection shall be significantly increased across all hotel spaces.
- More rigorous cleaning and sanitization of guest rooms shall be ensured. Daily housekeeping service and we will ensure 48 hours of empty room after departure of guests. Guests could refuse the housekeeping service by advising the reception in advance. The housekeeping service will be provided only if when the room will be empty.
- Bedding and linens shall be washed with disinfectant and at higher temperatures to ensure their sterilization.
- Appropriate table distancing measures in restaurants and bar shall be adopted (1 meter per person).
- Breakfast will be served in restaurant “à la carte” or buffet self service and transparent protective panels will be located to provide the only staff contact with food.
- Lunch/Snack bar dalle ore ore 12:00 alle 14:30
- Served dinner in “La Perla” restaurant with the appropriate table distancing measures (3 courses menu, beverage not included)
- Food and beverage services will be scheduled to ensure distancing measures indicated by OMS for 4 guests every 10 square meters. All restaurant’s equipment will be sterilized at the end of each use.
- Bar open from 10 AM to 11:30 PM.

- Outdoor pools will open from 10 AM to 6 PM with sunbed and umbrella upon availability, in accordance with the distancing measures for 1 umbrella every 4 square meters. The own towel covering the sunbed is recommended (the hotel will provide you pool towels in the bedroom closet – 1 per person per day)
- The gym will be at your disposal on request and scheduled by appointment only with the sterilization at the end of each use. For this reason the entrance is on payment with a surcharge of € 15,00 per person or family unit.
- In the SPA, the use of sauna, turkish bath and indoor pool are temporary suspended. At your disposal beauty and wellness treatment sas massages by appointment.
- Free shuttle service to the private beach and to Taormina historical centre will be at your disposal on request, with reservation at the reception, FREE OF CHARGE.
- Private beach will be at your disposal in 350 mt. far from the hotel, FREE OF CHARGE.
- The private parking will be at your disposal with a surcharge of € 12,00 per car per day.
- Our receptionist will be at your disposal to organize escursions and guided tours by reservation.
- At the reception you will find constantly updated list of emergency telephone numbers and the COVID-19 procedure among guests and staff.
- Multilingual information boards will be placed in all areas of the hotel advising you about the procedures to stick by (wash your hands after use of surfaces such as taps, fixtures, walls in the public bathrooms or showers of the common areas).

For any further information feel free to contact by email info@hotelsdiamond.it or by phone number +39 0942 52064.

Thanks for your attention. The staff of the Art Hotel Diamond Naxos Taormina looks forward to welcome you again soon with our hospitality to discover the beauty of our wonderful Sicily!