

COVID-19 PREVENTION AND BEHAVIOUR RULES



Hello,
first a big thank you for your reservation. All customers are important but those who come during this period will be even more important for us. To start doing what we like the most, welcoming people and let them have a nice stay at our Tenuta is really important.

At the Tenuta di Mensanello the spaces are abundant, this makes it easier to follow most of the prescriptions easily. However, greater attention is required, and below we report the rules of conduct to be respected in order to have a pleasant stay safely.



Wash your hands often or use the disinfectant gels made available in the structure



Keep a distance of at least 1 meter from others



The use of the mask is mandatory in closed common areas and in open spaces if it is not possible to keep a distance of 1 meter from others



We will take care of the cleaning and disinfection of the environments and materials with which you will contact to make your stay safer.



We suggest you to air the rooms as much as possible (by opening the windows) and, if present, not to use or minimize the use of the air conditioner. At the moment of your departure we ask you the kindness to leave the windows open (and, if present, the air conditioner off!)



Due to the restrictions and to limit the entrances to your accommodation, the daily rearrangement of the rooms will be carried out only at the explicit request of the customer.



At the restaurant, for breakfast or dinner, always wear a mask when not sitting at the table. Respect the distances of 1 m from the others and for any need contact our dining room staff.



In the pool, keep the distance from the others. We also remind you that it is absolutely forbidden to move deckchairs, sunbeds and umbrellas; if you need, ask the staff. Following the current restrictions, the maximum number of swimmers in the pool at the same time is 15 people, pay attention! It will not be possible to use the changing room / bathroom of the restaurant (which will remain closed), but you can use your accommodation for every need. We also ask you to bring your own towel and any other accessory you need to remain by the pool.



Parent supervision is essential for minor children, and the obligation to enforce the above-mentioned rules of conduct also applies to children and minors.



We invite customers to send us a scan or double-sided photo of the documents via email (info@mensanello.com) or WhatsApp ((+39) 350 106 97 60) on the day of arrival or in the previous days.



We invite customers to make payments in a single solution and to privilege electronic payment methods.



The protective devices (masks and gloves) must be disposed of only in the bins of the unsorted waste where any paper tissues can also be disposed of.



We remember that the access is denied to anyone with a temperature higher than 37.5 °C, who shows respiratory symptoms, or who had contact with people affected by COVID19 in the last 14 days



In case of symptoms of flu, cough and / or onset of fever or sore throat, stay in your accommodation and contact our staff immediately. It will be our concern, in compliance with the privacy rules, to contact the competent health authority.