

COVID POLICY

As we collectively respond to the COVID_19 Pandemic, we continue that guest and employee health and safety remains top priority.

Each Villa is appointing a hygiene responsible focused on implementing enhancements to already stringent procedures.

Rooms are being disinfected before arrival.

Public areas are being cleaned frequently with extra attention to frequented areas.

Based on recent guidelines from the World Health Organisation and Italian Health Ministry, employees will be wearing masks in public areas, and we ask guests to do so as well.

Upon arrival, guest will have a temperature screening and we please to show the welcome stuff your 48 Hours negative PCR or antigen test.

We ask guests to respect the social distance of at least 1,5 meter with staff members in any situation inside the property, except for family members, cohabitants, and people they share the room with.

Please wash your hand frequently with soap or using hand sanitizer, available in many public areas of the Villa.

Sunbeds position will be regulated by respecting interpersonal distancing between people who do not belong to the same family or cohabitants.

The swimming pool will allow a reduced maximum capacity of guests at a time.

While the experience may look different in this new COVID_19 environment, it will feel the same; intimately, it will still be our people delivering the same attention to detail, intuitive service and personalized care for which the brand is known and trusted for the world over. Should you have any questions about these health and safety measures, we recommend to talk with our team, or write an e-mail: office@carleone.it.

Your safety and security remain our first priority.

Thank you for your understanding during this time and for choosing to stay with us.