

HOTEL STAR Milano

Via dei Bossi 5
www.hotelstar.it

CUSTOMER INFORMATION – COVID19

In order to protect the health and ensure the safety of our guests, Hotel Star has adopted a series of countermeasures to prevent the spread of the contagion by the new Sars-CoV-2 coronavirus.

- It is recommended to access the hotel using gloves and wearing a mask;
- It is recommended to always observe the safety distance of at least 1m between one each other.
- In the hall, symbols have been placed on the floor to help comply with the distancing regulations in force;
- It is recommended to access the hotel one person at a time.
- A thermoscanner for body temperature detection has been positioned at the entrance. The data will not be recorded. If the temperature is higher than 37.5 ° C, access to the Hotel will not be allowed according to current law in force;
- During check-in, a self-certification of suitability for accommodation will be provided, which must be completed and signed by the guest, and will be kept until the end of the emergency;
- It is possible to use the lift one person at a time. People who share the room will be allowed to use the lift in pairs;
- In order to minimize interference between guests, the concierge, upon your arrival, will deliver the ROOM courtesy products (soap and bath foam). In case, body cream, shower cap, slippers, vanity set and toothbrush are always available on demand at the concierge.
- The room is equipped with a water boiler. Tea bags, instant -coffee and -chocolate sticks are always available on demand at the reception.
- All rooms are sanitized before the arrival of the guests with ozonation process;
- Medical products are used for cleaning. The chambermaids have been trained and equipped with all the expected Personal Protective Equipment (PPE);
- Hydro-alcoholic gel is available for the guests in various points of the structure;
- It is recommended to minimize any meetings with external guests;
- It is strictly forbidden for anyone who is not registered at the Hotel to go up to the rooms;
- As long as there is no relaxation of social distancing measures, breakfast will no longer be served as a buffet. It will be à la carte and on reservation, with staggered hours. All necessary information will be provided upon check-in;
- For new customers, it is advisable to send by e-mail a copy of their valid document for registration (Identity Card, Passport or Driving License, currently valid). The document must then be presented in original at the time of check-in. The copy sent will be kept only until the guest arrives or until the booking is canceled.

We thank you in advance for your understanding at this time when everyone's collaboration is essential for the safety and health of all the people to overcome this moment of difficulty.