



**MORE DISTANCE  
DOESN'T MEAN  
LESS HOLIDAY**

*Sea section*

**SAFE HOLIDAY PROTOCOL**

# AT A SAFE DISTANCE FOR THE IDEAL HOLIDAY.

We promised you the best holiday ever. Well, we're ready. Are you?

We can't wait to welcome you, with all the measures in place to guarantee you enjoy a worry-free stay. All our collaborators are receiving specific training in the protocols for prevention, hygiene and safety. In all our structures we have introduced the role of "care manager", a person dedicated exclusively to checking and guaranteeing respect for all the protocols adopted. And you will find hand sanitiser dispensers in all our public areas, including the beach.



## All the space you need.

This year we have decided to **sell 40% fewer rooms than usual** to guarantee maximum space so that **you enjoy a safe, relaxed holiday.**



## Welcome! Fast check-in with no waiting.

As usual, our guests can check-in from **5.00 pm** and to avoid long waits we recommend you arrive after 2.30 pm.

When you arrive, for your safety, we will take your temperature using an infrared thermometer. **Please wear a face mask at all times when you are in public areas inside buildings.**

Outside, our areas are big enough for you to stay safe even without a face mask, obviously while respecting social distancing.



## A bedroom that smells clean and fresh.

We have carefully studied the WHO and ISS (Italian health institute) protocols because we want to guarantee that you enjoy a totally worry-free holiday in a safe environment. In your room, you will find all the usual complimentary objects plus 2 face masks and a bottle of hand sanitiser gel. You will also find a sticker that attests **your room has been sanitised and aired according to ISS protocols.** We also follow the same treatment for the air-conditioning units with each changeover.

**Every day we will clean your room with appropriate sanitising products,** paying particular attention to frequently touched objects such as the TV remote control, handles, switches, tap, etc.

**Bed and bath linen is certified with each changeover,** washed according to the Italian Ministry of health regulations.



## A healthy breakfast to start the day.

Choose your breakfast from our app, and personalise it to suit your preferences.

Our staff will then take **your order at your table and bring you whatever you like**: Italian espresso, fragrant croissants or delicious pastries.

**What tastier way to start your day? Comfortably seated at your table.**

### If I arrive in the morning, can I have breakfast or lunch?

For safety reasons, your first day must start with dinner and your last day end with check out and lunch.

If you leave one day early, you can request **a packed lunch using the app**.



## Please take a seat in our restaurant, we will serve you.

We have extended our spaces and modified opening times so that you are free to enjoy your holiday. We will stagger entry to the restaurant: **a single shift, but longer hours.**

Our staff will welcome you at the door to the restaurant, ready to show you **the route to follow to reach the table you will sit at** every day for breakfast, lunch and dinner for the duration of your holiday, just as we usually do at TH.

**Our tables are at least 1 metre apart, with 2 square metres per person.** Have a seat and take a look at the menu on our app. Our wait staff will take your orders and serve you with all your favourite food, which is meanwhile **suitably protected** with anti-droplet barriers.

You can choose from a constantly changing selection of dishes, local food based on the seasons: tasty antipasti, show-cooking dishes, mouth-watering first courses, the freshest vegetables and all the flavour of the sea.

After dessert, our staff will show **you the route to follow to leave the restaurant.**



## A quick lunch on the beach? Order and pick it up when it's ready.

If you like, you can stay on the beach all day, enjoying lunch in the shade of your umbrella. Use our **app to book your cold dishes, then pick them up at the beach bar** and eat in peace and quiet on the seashore.

## Rediscover the pleasure of an aperitif at the bar.

In our bars, your all-inclusive coffee and soft drink services is managed completely by a member of our staff. When you go to the bar to get your order, all we ask is that you **respect the distancing lines that we have marked out** to guarantee maximum safety.

**You can sit at any free table:** they are all positioned at the right distance as per regional regulations and we sanitise them **after every use.**



## What about kids' meals? We have thought of that, too.

(service subject to payment)

You will find a **room totally reserved for baby meals and bottle-feeding, open at set times** and with staff in attendance.

Families with small children will be given a bottle warmer to use in their rooms and baby food on request.

**This service is not included** in your holiday package and is subject to payment.



## And if I need a doctor?

Thanks to collaboration with the Medical Service and Gaslini Hospital in Genoa, all our hotels have a doctor on site, available by appointment at set times. We have also put in place specific protocols for totally safe management of your holiday.

## All the space you deserve on the beach.



**We have spaced our sun umbrellas further apart** in full compliance with regional guidelines: a minimum of 10 square metres per umbrella and where possible, 16. Never before have you and your family had so much space to enjoy the sun and relax. **You will use the same umbrella** on the beach for the duration of your stay and we will sanitise it every day, together with sunbeds and deck chairs.

We would also emphasise that all the equipment and facilities on the beach are reserved solely for our hotel guests. There will be no group games on the beach. All our paddleboats and similar craft can be hired without worry; we sanitise them scrupulously after every use.

**Our toilets are always open with frequent cleaning and end-of-day sanitisation.**

Where possible, as indicated in the regional regulations, we have set up **entry and exit routes to and from the beach, for better management of the spaces.**

## A dip in the pool, but only outdoors.

We have **rearranged our poolside**: each person will have 7 square metres at their disposal for enjoying the sunshine on a sunbed.

To avoid queueing, you can **book your pool time using the app, choosing a time that suits you from those available.**

Our staff will welcome you at the entrance to the pool and take you to the spot reserved for you and your family. Pool slides may be used only if the laws in force permit. For your greater safety, all our indoor pools are closed.

We also guarantee **sanitisation every day and on every changeover for sunbeds and umbrellas.**

Coming from the beach, please follow the entry and exit routes we have set up specifically to make it easy for you to reach the pool.



## All the right space also for sport.

There are lots of sports you can play while keeping a safe distance: sailing, windsurfing, canoeing, paddleboats, tennis, paddle tennis, and archery.

**All you have to do is remember to sign up. Then we will see to sanitising all the equipment after every use** following the health protocol. You can even take part in tournaments, simply by signing up using our app.

We have also reorganised all our **fitness courses**: yoga, pilates, floor exercises, aerobics, stretching and zumba. We have distributed them over **more classes repeated throughout the day** for small groups so that everyone gets a chance to take part. However, remember that you do have to sign up in advance.

*Should regulations have changed by the time you arrive, we might be able to remove some of the restrictions in place.*

Land!

Our entertainment  
for adults and kids  
is in Italian.

## TH LAND: just a few rules, lots of fun and total safety.

We have always had family's needs at heart and this year even more so! This is why we have come up with a whole new form of entertainment, **with precise rules for taking part that guarantee total respect for social distancing rules.**

This means that you relax and your kids enjoy themselves in total safety.  
Kids will be divided into small groups with a maximum of 8 per group.

**You can use the app and decide whether to sign your child up for the "full day" programme** or the whole week from 10 am to 1 pm and from 3 to 6 pm, or for individual activities, subject to numbers.

We will have two age groups.

### **Kids-Fun, 5-10 years of age.**

For little ones, we have organised collective courses, sports tournaments, pool and beach games, workshops and evening shows.  
The equipment used for these activities will be constantly sanitised.

### **Young and Teen, 11-17 years of age.**

For older kids there will be outdoor activities, digital games and sports tournaments that will also see participation by their families.  
You can sign up either using the app or on the dedicated WhatsApp groups.



## TH CREW: fun at any distance.

Keeping your distance does not mean giving up on fun and at TH we are ready to prove it.

Our Crew **has reorganised our day and evening entertainment spaces** and come up with **new activities** to make sure you have fun.

**Some will be open to all, others will have a maximum number of participants**, and so **you should always remember to book using the app.**

As well as the Esports tournaments, you can take part in fun events during the day, quizzes and also the evening shows in the theatre, always at a safe distance.

There will also be space for those who love good music at our piano bar, or a great film to watch under the stars.

## Self check-out, a quick goodbye and *see you next time!*

**Check-out is at 10 am.** It will be easy and quick because all you will have to do is **leave your keys and prepaid card in the special box.**

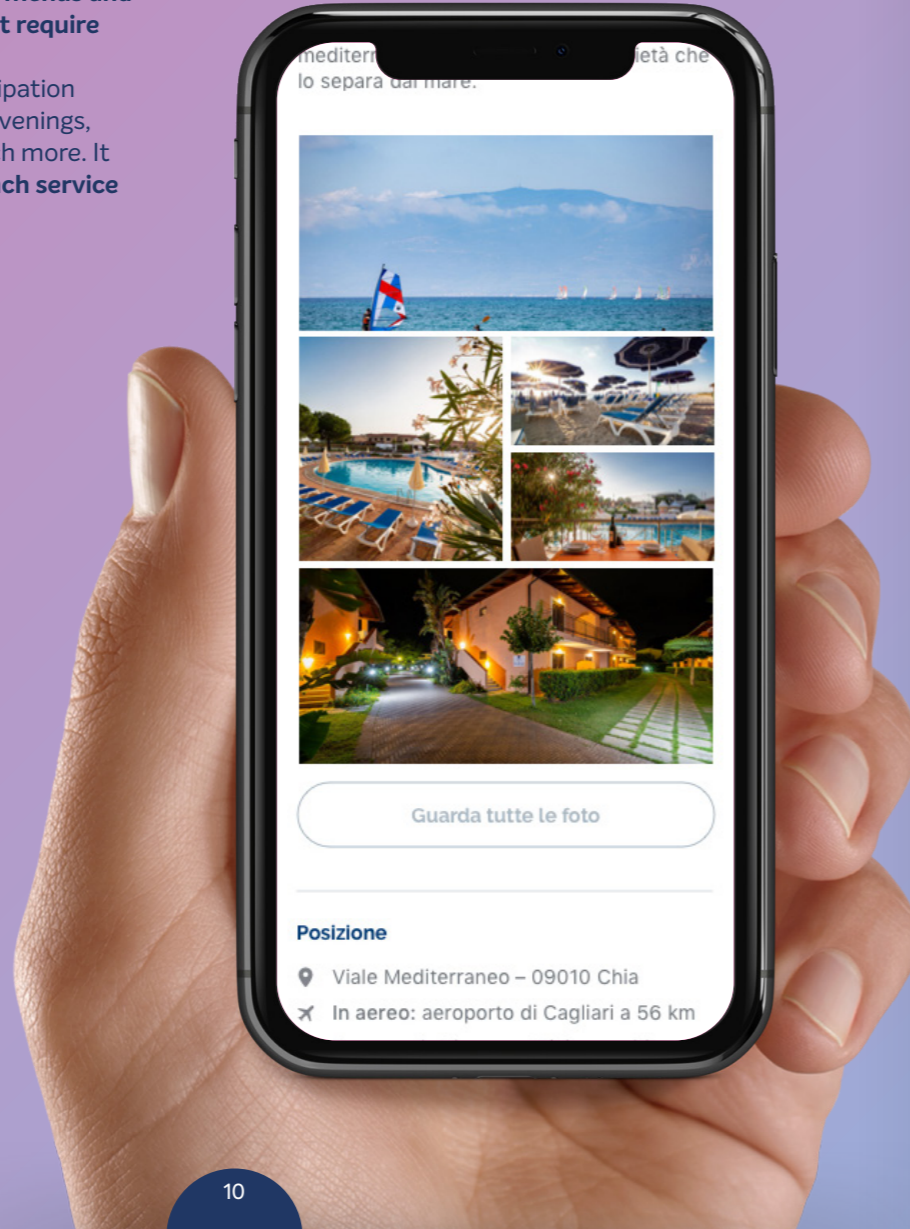
If you need to pay for any extras or be refunded for any meals not taken, you can come to reception using the dedicated route with your Smart Card.

# OUR APP AT YOUR SERVICE.

We have developed an app for easy access to information about the various services available in our hotel.

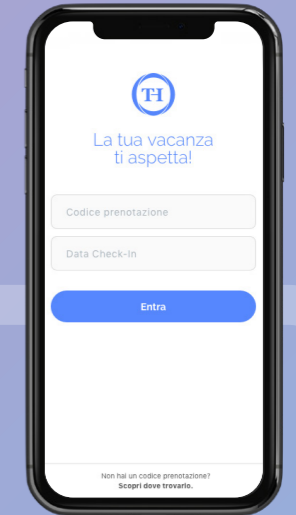
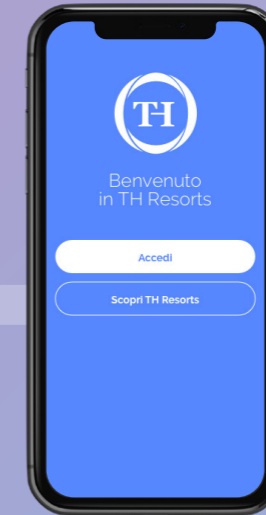
Thanks to this app you can read our menus and book any activities and services that require you to do so.

Entry to the pool for example, participation in fitness classes or entertainment evenings, signing up for tournaments and much more. It also offers a **delivery** and **packed lunch service** that you manage via the app.

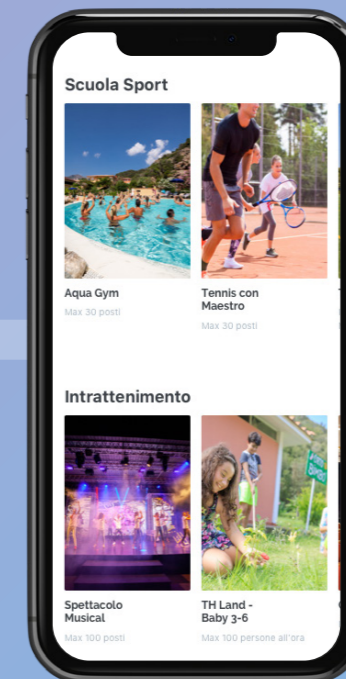
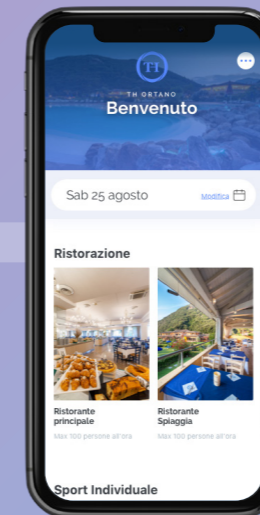


App loading

Enter using your user ID



Hotel home page



All you need is just an app away



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