



GB THERMÆ HOTELS

Abano Terme, Italy

Hygiene and safety procedures

What to know, what to do

Welcome at GB Thermae Hotels!

The days you spend with us must be among the most beautiful, the most relaxing and beneficial of your life, this is our greatest wish.

For this reason we have taken all precautions to ensure you a holiday in complete safety.

We have always worked in this way, for example keeping a large distance between the tables and by a total sanitation of the areas. Naturally, now more than before, to ensure space and serenity.

Herewith the fundamental information for your holiday.

We kindly ask you to read them carefully.

For any doubt, you can call the reception on the phone.

YOUR STAY

The room: sanitized and safe

In addition to the scrupulous cleaning operations that have always been provided, according to high GB Thermae Hotels standards, your room will be available only after a complete sanitation. Our staff can enter only with clean gloves and mask.

The safety distance

- We ask you to respect in each common area the safety distance of minimum 1 meter from the other guests if these are not sharing the room with you.
- Do not hesitate to speak to our staff, but keep always the safety distance.
- For information at the various areas (reception, bar, spa), always keep a distance of 1 meter. The staff will be equipped with mask, glasses or visor.
- For the various drinks or extra services always wait for our employee bringing you the ticket, you can safely sign with the previously sanitized pen.

Personal hygiene

Maintain perfect hand hygiene by washing your hands often and for a long time with soap and water, always use the sanitizing gel dispensers that you will find inside the hotel, the Spa, the bar and the swimming pools. Avoid touching your eyes, nose and mouth with your hands.

G.B. THERMÆ HOTELS s.r.l.
Via Valerio Flacco, 99 - 35031 Abano Terme (PD), Italy
tel. +39 049 8665800 - info@gbhotelsabano.it
www.gbhotelsabano.it

ABANO
GRAND HOTEL
Romanæ Thermal Spa
★★★★L

GRAND HOTEL
TRIESTE & VICTORIA
White Spa
★★★★★

HOTEL
TERME DUE TORRI
Detox Thermal Spa
★★★★★

HOTEL
TERME METROPOLE
Oriental Thermal Spa
★★★★S

HOTEL
LA RESIDENCE
Terme & Idrokinesis
★★★★S



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Individual protective equipment

- When you enter the Spa, either at the reception or while awaiting, always wear the mask provided in the courtesy kit.
- For some treatments the mask can be removed. The staff who is taking care of you will tell you when to take it off and when you to wear it.
- By the pool, at the restaurant and at the bar you can remove the mask but always keeping the safety distance. Take always the place assigned by our staff.
- At the restaurant and bar, please sit at your table waiting to be served. Enjoy the relaxation and service of our waiters.
- However, we recommend you to wear always the mask even if it is not mandatory, it is a good habit.
- Do not leave the masks or the used tissues in the common areas. Use the special containers you will find, clearly visible, at your disposal. This will allow a proper and safe waste disposal.
- When you take off your mask, never put it on tables or chairs, but put it in your bag or pocket.

All these precautions have been taken to protect your safety, the safety of the other guests and the one for the hotel staff.

We must inform you that non-compliant behaviors damaging the right to health of other guests and of our staff are not tolerated.

Those who do not respect these simple rules of cohabitation violate the law imposed by the Italian Government. The violators will be then immediately be reported to the competent authority.

To protect your safety, we have modified some of our services and created new ones.

More space for each guest and for everyone's serenity.

Therefore, we have modified our commercial policies, by reducing significantly the number of guests in the hotel, in order to assure to everyone more space to move around in the park, swimming pools, spa, restaurants and common areas.

A lot of attention, an even more personalized service and wider spaces for each guest:

this allows us to guarantee you a holiday of health and well-being in all serenity and safety.

All this is possible thanks to your cooperation and the one of the other guests..

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Rules of conduct

At the Spa

- Please read the multi-lingual information you will find at the Spa reception.
- During the first medical examination for access to treatments, the medical staff will check that there are no contraindications to the treatments and will advise you about the various treatments more suitable to your needs. In addition, they will check if there are any suspicious symptoms: measuring your body temperature with a non-contact scanner is part of the preliminary checks.
- Upon arrival you will receive some masks, wear them for your safety, for the safety of other guests and hotel staff.
- The Spa, cabins and waiting areas are sanitized every day during public closing hours; in addition to the usual cleaning procedures after each treatment.
- All health, spa and wellness treatments take place only with an individual access to cabins.
- As a precautionary measure we have decided to suspend the inhalations, the use of the Ice room, the grotto and the Turkish bath, the sauna and the whirlpool baths since steam can be a source of virus transmission.

Swimming pools

- The temperature at the source of the thermal water, together with the normal processes of filtration, chlorination and disinfection make the pools a safe place.
- Acqua Gym sessions will continue: we ask you to keep the safety distance indicated by the trainer and to make it easier for you, we will give you a nice "reminder" gadget.
- The Kneipp parcours is a safe area, always respecting the distance of 1 meter.

Kitchen, Bar, Restaurant

- All the staff in contact with food wears gloves and masks during the processing steps, and food is stored in absolute and strict compliance with health and hygiene regulations.
- During the meals, including breakfast, the waiters will serve you directly at the table: in addition to our courses, enjoy the "dolcefarniente" and let yourself be pampered.
- Our chefs have created innovative and tasteful menus. Especially, the ImmunoMenu based on the richest natural elements stimulating the immune system.
- We don't want to give up the traditional moments of conviviality: the welcome cocktail, the musical evenings, the wine tasting are pleasures that we will always offer to you; we just ask you to sit down and relax, enjoying your holiday.

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Common areas

- Whenever the weather will allow it, for conviviality moments at the bar or at breakfast, for sports activities, we will always prefer using our garden and the wide areas outdoor.
- In the spaces around the swimming pools, outdoor and indoor, in the waiting rooms, in the Spa, in the restaurant, in the large lounges and outdoor areas, the deckchairs, tables and seats have already been arranged to ensure privacy and the correct safety distance.

The health during the stay

If you experience one of the following symptoms while you are in your room:

cough, difficulty in breathing, fever

- isolate yourself immediately in your room and inform the reception; the person sharing the room with you must remain in the room keeping the safety distance.
- if the person travelling with you is not in your room at the moment, tell him/her to inform someone of the staff immediately. If you are unable to reach him/her by phone, notify the reception immediately, we will contact him/her and take care of both.
- put on immediately the mask
- avoid the contact with other people, for example with the maid
- open the window
- turn off the air conditioning

Our medical staff will give you immediately assistance.

The staff will be always by your side to give you assistance and to protect you.

For any doubts check the signs exposed inside the hotel and ask the staff for information.

We are all at your disposal to assure you a safe and relaxing stay.

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