



SERINE vs COVID-19

Important informations about reservations and safety

F.A.Q.

1. Can I book a room?

Yes, it is possible. We recommend to choose your dates starting July to being more sure that you can travel. For reservations in June, it is better to contact us directly. Unfortunately, the situation about movements, due to the health emergency, is not yet well defined.

2. How many days can I book a room for?

The reservation is free. We do not recommend to planning a many stops trips, with stays in several places. If you decide to spend a week, book on Serine for the whole period.

3. Is a deposit required to reserve a room?

Serine decides to accept reservations without any economic commitment by the Guest, at least until May 31, with possibility of extension depending on the situation.

4. Are there any penalties for cancellations?

Cancellations are free of charge up to 1 day before arrival. The penalty amounts to 30% of the total amount of the stay. This is a very flexible condition.

5. Is it safe to stay at Serine?

Hotels and tourist villages are places where guests stay temporarily in close coexistence because there are many guests. It is precisely these aspects that require specific attention.

Serine, is a small farmhouse, where we can host 15 people on average in the rooms, the restaurant will not be very crowded due to the restriction measures. We can therefore say that the risk of gathering people in Serine will be relatively low. The place then, full of open spaces to stay and also eat meals, allows a very agile and safe coexistence.

However, both our staff, who will be trained specifically to prevent health risks and the guests of the farm, will be required to respect the general anti-Covid-19 protection measures recommended by WHO, such as hand hygiene, physical distancing, avoiding touching the eyes, nose and mouth,

the use of personal protective equipment and all the rules that the Italian government has implemented or will be able to implement in the future for public safety.

About restaurant service, we will try to have a maximum of 4 people per 10 square meters. The tables will be arranged so that the distance between the back of one chair and that of another is greater than one meter and that the guests are facing each other at least one meter. The rooms, in addition to daily cleaning, will be sanitized at each guest change following the legal protocols.

6. What will be the main restrictions to respecting by guests compared to a normal stay?

- a) We can say that the following measures will have to be implemented:
- b) Avoid physical contact and keep at least 1 meter away
- c) Wear the appropriate masks in the indoor areas
- d) Even at the table the seats will be spaced at least one meter apart and the individual tables will be at least 2 meters apart from each other. The catering, however, will be carried out mainly in outdoor places, weather permitting.
- e) Wash your hands thoroughly very often or sanitize them using the special gel supplied by us in the dispenser.
- f) Take advantage of the large outdoor spaces we have to socialize with other Guests, observing the safety measures.
- g) Be strongly aware of your health conditions during your stay and alert the Staff in case of particular symptoms.

THE ENTIRE STAFF OF AGRITURISMO SERINE WISHES VISITORS TO OUR WEBSITE A RETURN TO NORMALITY IN SAFETY AND GREAT HEALTH!

WE ARE WAITING FOR YOU TO OFFER YOU AN ALTERNATIVE HOLIDAY WITHOUT FEARS AND IN ALL SERENITY. LET US LEAVE THIS BAD PERIOD!

