

STAY  
SAFE,  
STAY  
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VILLA MEDICEA DI LILLIANO

TEN CENTURIES OF TUSCAN EXPERIENCE



# INTRODUCTION

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At Villa Medicea di Lilliano Wine Estate, the health and safety of our employees and guests is always our top priority. Following the guidelines of the World Health Organization as well as the standards issued by the national and regional health authorities, our team has been trained to comply with a wide range of control, hygiene and safety measures and will keep to be updated with the new regulations and policies that might occur.

In view of the current situation, we have implemented new health and safety measures to ensure our guests enjoy our estate to the highest hygiene standards while maintaining the quality of service that characterises us. Despite the challenging and unprecedented time we are living in, we are working to continue to guarantee the best experiences to our guests. This document establishes the guiding rules for Villa Medicea di Lilliano Wine Estate and Peruzzi Residences.



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# SAFETY AND PREVENTION MEASURES COVID-19

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## RECEPTION

- The staff will wear masks, for your safety and theirs.
- Passports/IDs will be requested via email in advance, in order to pre-register guests before they check in.
- Antiseptic solution dispensers will be available on all counters, together with masks and gloves for clients.
- To maintain the mandatory social distance, in case of groups or families we will ask only one representative to deal with the registrations and payments at the reception.
- High-touch surfaces and objects will be cleaned up and disinfected regularly.

## ENTRANCE to your rented Villa

- All the Villas and suites deep cleaned and sanitised after each check out.
- Sanitising gel will be available at the entrance of your accommodation.
- Room cleaning will follow a set of rules to ensure accurate disinfection and hygiene.



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- Procedures will be monitored by our Chief Housekeeper and appropriately communicated to guests, so that guests can leave the room during this service.

## PUBLIC AREAS

- Cleaning and disinfection of high-touch surfaces in public areas will be carried out regularly, with appropriate products. This includes handrails, counters, door and window handles, washroom taps, among others.
- Ventilation procedures in public areas will occur 3 times a day, ensuring indoor air quality.
- All public toilets will be equipped with antiseptic solutions for hand hygiene and disinfection.
- Public outdoor areas, adjacent to Villas, will be disinfected at least once a week.

## ACTIVITIES, PRIVATE LUNCH/DINNER, BREAKFAST

- We will schedule the activities to control the number of guests in the room and avoid crowding at the entrance.
- Staff will be trained to maintain social distance.
- Disposable paper napkins will be used.

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## POOLS

- Pools are controlled and checked regularly as we ensure that all the chemicals added are based on the public health regulations and safety.

## CHECK-OUT

- Regarding social distance and hygiene, the same measures applied to check-in will be adopted.
- Electronic payment will be encouraged and contact with the physical credit card should be avoided.
- Sanitisers will be available so that guests can disinfect the payment terminal and mobile phone.



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# THANK YOU FOR YOUR UNDERSTANDING

Via Lilliano e Meoli, 82  
50012 Località Grassina  
Bagno a Ripoli - Firenze - Italia  
T +39 055 642602  
F +39 055 646987  
[info@medicivilla.com](mailto:info@medicivilla.com)  
[www.medicivilla.com](http://www.medicivilla.com)



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