

Hotel Mamiani & Ki 'Spa has always been attentive to the customer and your trust is at the base of our services.

That's why we have implemented a Safe Welcome Policy with strict guidelines, aimed at making our hotel a safe place for your stay. A path consisting of sanitization, including through staff training, for greater and more conscious awareness and facility of hotel guests. Below, we list the guidelines adopted to make your stay comfortable and safe.

1 Safe Check-In

• To make your check-in safe and fast, we have set up a system that will allow you to record the data of your documents before your arrival, in total safety and with your consent, via the whatsapp chat +39 3498090970; in this way on your arrival you only have to collect the key of your room.

All keys will be sanitized with special products.

• The desk of our hotel is protected with plexiglass bulkheads and our staff is equipped with a mask and disposable gloves. Early check-in before arrival will allow us to carry out all the steps quickly without creating gatherings. The desk is equipped with a body temperature detector thermometer which will be monitored both on arrival and departure.

• A dispenser containing hand sanitizer is available next to the reception staff station.

• If you need it, a personal sanitizing kit will be available on request.

AS REGARDED BY THE REGULATION IN FORCE, WE CANNOT ACCOMPANY YOU IN THE ROOM OR SHOW YOU THE HOTEL. FOR THIS REASON, IN ADDITION TO THE DIRECTORIES PLACED IN YOUR ROOM AND IN THE HALLWAYS, YOU CAN DIALOGUE WITH THE HOTEL RECEPTION STAFF WHO WILL KNOW YOU TO BE USEFUL.

3 Safe Check-Out

• To guarantee maximum security, upon your departure you will need to hand over your key to the front office desk; if you have to make a final payment, it will be possible to use a POS terminal beyond the Plexiglas protection and which is constantly sanitized. If, during your stay, you would like to leave the hotel without carrying your room key, you can follow the same procedure.

2 During your stay

OUR ROOMS, AREA DUCTS AND ALL THE COMMON AREAS OF OUR HOTEL ARE CONSTANTLY SANITIZED.

• All guests will be able to use both the stairs and the elevators; for the latter, only two people will be allowed to use them at a time in order to keep their distance.

• You can have breakfast in the room on the ground floor where you will find our sweet / savory buffet with single-dose or / and sealed products; breakfast will be contingent with 20 max people in 20 min. with reservations required; it will be served from 7:00 am to 10:00 am. A waiter will serve you the warm, sweet and savory dishes available. The buffet and lounge bar will be viewable but not accessible to customers.

• Our staff will be at your disposal throughout your stay also through the whatsapp chat

• Cleaning and rearrangement of the room during your stay will be carried out with high quality and certified products. During your stay, you will be free to choose whether to renounce the daily cleaning of your room in order to limit the entry of our staff.



We are waiting for you in Urbino for a safe stay!