



## **Hygiene protocols and specific cancellation policy COVID-19**

### Specific cancellation policy to make some exceptions due to COVID-19

For all booking made prior to March 30th, 2020 for travel during 2020 these policies apply:

For Travel dates for the months of May, June and July, you have up to 30 days prior to arrival to change dates within 14 months in the future subject to seasonality rate changes.

Only if air travel or force majeure limits travel, we will allow date changes within 14 months in the future subject to seasonality rate changes.

Date changes may have surcharge if new dates are in a more expensive rate season.

For any other dates, the standard cancellation policy will apply.

For Holiday Bookings: no date changes are allowed, only if air travel or force majeure limits travel, we will allow change dates, but will be valid for a period of 11 months. No refunds will be given for seasonality rate changes.

For all bookings made starting April 1st, 2020 for travel through Dec 15th 2020 these policy's apply:

30 days full refund cancellation or change dates within 14 months in the future subject to seasonality rate changes

#### Exceptions:

Shall any of the party members previously registered to travel have positive COVID-19 with medical statement to be confirmed one week prior to travel, the reservation can be changed to future dates and shall pay any difference if seasonality rate changes. No refunds will be allowed. Does not apply for Holiday Bookings.



## **VOLALTO HYGIENE PROTOCOL**

In order to reduce the risk of COVID-19 transmission we at Volalto Villas have implemented the following standard protocol for all our arrivals and stay's:

### **Pre-Arrival**

The objective is to ensure that we have minimal risk or presence of the virus in any property for which we will be doing the following:

- Disinfect guest bedrooms and bathrooms thoroughly with CDC approved cleaning products and supplies through an enhanced cleaning routine.
- Allow disinfectants to work based on EPA directions specifically for Covid19
- All staff involved in the rental will have previously received Covid-19 Hospitality related training.

### **Guest Arrival**

- Have available hand sanitizer onboard of the transportation unit picking up the clients at the airport.
- Once the luggage has been unloaded at the villa it will be sprayed with disinfectant prior to entering the luggage inside the home.
- Hand sanitizer will be available at the villa entrance

### **During Guest Stay**

- Staff will be wearing masks whenever in guest areas.
- Cleaning staff will wear gloves during cleaning duties
- Chefs and butlers will always wear masks during duty hours and will wash hands prior and after handling anything that shall be served to the guests.
- Hand sanitizer will be available at strategic points in the villa
- Disinfectant spray and microfiber towels will be available for guest use in each guestroom and common areas.