



UMBERTO CESARI

## **SAFE WELCOME PROTOCOL**

Everyone's health is important.

These are the procedures we have put in place to guarantee you a safe welcome.

### **BEFORE THE VISIT**

- If you have a fever above 37.5 ° C or flu symptoms we recommend you to stay home and call your general practitioner or public utility number 1500 or 800 033 033.
- If you have been in contact with virus-positive people in the 14 days prior to your visit, please stay home.

### **SANITIZATION AND HYGIENE**

- Our operators always wear masks (both indoors and outdoors) and constantly sanitize their hands or wear gloves.
- The sanitation of instruments and public places is carried out at least twice a day.
- The pos keypad is sanitized before each use. Contactless payment methods are preferred.

### **OBLIGATIONS FOR GUESTS**

- If you experience flu symptoms while staying in our premises, we ask you to inform the staff, you will be taken to the designated isolation area and together we will notify the health authorities.
- We ask you to wear a mask and sanitize your hands before entering the company premises; you can only remove the mask during the tasting. You can find hand sanitizers in every room and, if necessary, even masks.
- If you do not have a mask you will be served outside.
- We recommend you to avoid handshakes.
- Please use a tissue while sneezing and coughing, it is also important not to touch your eyes, nose, mouth with your hands.
- We invite you to throw handkerchiefs or any other waste in the appropriate bins, please do not abandon them.
- We ask you to give us your contact details to keep the register of those present at the events (there will be recorded name / surname / telephone number / number people present at your table / group). The data will be kept for at least 14 days.



## UMBERTO CESARI

### AT WINE SHOP AND IN THE TASTING ROOM

- For the entire stay at the shop and / or during any tasting in the tasting room, we ask you to keep a distance of at least 1 meter from the other guests (family members excluded) and at least 1 meter from the cash desk and the operator.
- We ask you not to enter the shop if there are already 9 people inside. Access to the tasting room is instead allowed to a maximum of 14 people at a time in case of couples, and to a maximum of 20 people at a time in case of 4-member families.
- We suggest you to book tours or tastings in advance.
- Please use the specially identified services. Only one person at a time can access the toilets. You are required to wear a mask to move and access the toilets.
- Always follow the different entry and exit routes, that have been highlighted by special signs.
- All tastings will take place exclusively seated at the table. The operator will always maintain a distance of at least 1 meter from the customer.
- The seats are adequately spaced, always maintaining a distance of at least 1 meter between table and table and between seat and seat.
- We will only serve you single portions. Bottles, glasses and food cannot be shared. We ask you not to make a toast letting the glasses touch or even take photos where the subjects do not respect the spacing of at least one meter (if they do not belong to the same family unit).

### ON THE OUTSIDE

- For outdoor activities we recommend you to keep a distance of at least 2 meters from other guests, unless they are from the same family as yours. Access to the outdoor area is specially delineated and differentiated at entry and exit.
- For outdoor activities, an additional bathroom has been reserved for the public in the basement rooms (barrel cellar). Access to services is limited to one person at a time, access path specifically marked.