

## HYGIENE PROTOCOLS COVID-19



### 1. TEAM AND COLLABORATORS



#### **TRAINING AND UPDATES.**

For weeks we have been collaborating with a consulting, auditing and training company specialised in Covid-19. This company helps us to create specific health and safety plans. As of June 19th, we will be ready to welcome you back with safe and sanitary facilities. We will be in the audit and training phase until the re-opening to ensure the appropriate application of protocols and to protect our customers and employees. All team members will receive continuous training and updates on the protocols to be followed.

#### **HYGIENE PROTOCOL.**

Hygiene measures have been heightened in all employee work spaces. After each shift, each uniform and workstation is disinfected. The use of masks will be mandatory for all client-facing staff without other protection, as well as the routine use of hydroalcoholic gel.

#### **HEALTH CONTROL OF OUR STAFF.**

On June 15th, all of our employees will undergo a medical checkup.

#### **HEALTH SURVEILLANCE.**

Mandatory temperature checks twice a day for each employee.

#### **DINING ROOM PROTOCOL.**

Table service. Maintaining safety distances in the breakfast room. Tables and chairs are disinfected after use by each customer. Shifts are established for both breakfast and lunch in the pool garden bar-restaurant.

#### **RECEPTION OF GOODS AND STORAGE.**

We have reinforced the goods protocol with disinfection and sanitisation of all products, as well as the storage areas by recording arrivals in a daily logbook.

## 2. RECEPTION



#### **CHECK-IN.**

A glass screen separates guests from reception. Our receptionist will wear a disposable glove when exchanging documents and will wear a mask when leaving the reception area.

The automatic hotel entrance door will be left open whenever possible to optimise air circulation. A hydroalcoholic gel dispenser will be placed at the main entrance as well as a totem for self-control of body temperature.

Guests will be obliged to wear a mask when moving around inside the hotel and when the distance of 1.50m is not possible (corridors, lifts, but also when moving around the pool, bar, and restaurant loungers). People with respiratory problems or allergies or those who have asthma with medical justification are excluded from this obligation. In the restaurant, once seated, you may take off your mask and breathe the fresh garden air.

#### **DISINFECTION MATS.**

Installation of disinfection mats at the entrance to the hotel for staff and suppliers.

#### **HEALTH SURVEILLANCE.**

Guests are obliged to sign a self-responsibility declaration in which they confirm that they do not have COVID-19 or symptoms of the virus and that they respect the hygiene rules that the Ministry of Health requires that we apply. On arrival at the hotel, all guests will undergo a temperature check while we are on health alert. We also have a digital thermometer if guests wish to check their temperature at a later stage.

#### **LUGGAGE STORAGE PROTOCOL.**

There is a UV-C lamp in the luggage room for the disinfection of luggage left in storage. If the hotel porter is needed, they will wear gloves and a mask.

#### **KEY PROTOCOL.**

After you check in and sign the self-responsibility declaration document, you will be given the key to your room. Each object exchanged (key, pen, coins, banknotes, etc.) is disinfected in a UV-C box or with hydroalcoholic gel.

## **INFORMATION FOR CUSTOMERS.**

We have removed the self-service leaflets. We will send any information you request by email or WhatsApp. A map of the town or area is available in a PDF. Hotel brochures can also be requested at reception. On Channel 1 of your TV, you will find a lot of useful information about the hotel, as well as information regarding safety and distance standards, and activities in town.

## **CHECK-OUT.**

You can pay your bill by credit card or in cash. In the latter case, the change that will be returned to you will have been disinfected beforehand in the UV-C box and the coins with alcohol solution.

## **3. R O O M S**



## **CLEANING AND DISINFECTION PROTOCOL.**

Handles, switches, telephones, hair dryers, lamps and furniture are disinfected with a disinfecting liquid, the remote controls in a UV-C box.

Most rooms are equipped with an air regeneration system with external air intake and anti-bacterial and anti-viral [hepafilters](#). The fresh air from each individual room's air conditioning system never mixes with that of another room. The same goes for air extraction in the bathroom. In addition, upon check-out, the air conditioning system is disinfected.

Before each new customer entry or room change, in addition to the usual cleaning, a thorough disinfection will be carried out with an atomizer that sprays an approved bactericidal and viricidal product. Then we ventilate the room.

Bed linen and bath towels will be treated in our own laundry room, with industrial products with high disinfectant power, ironed and dried at very high temperatures.

## **ROOM ASSEMBLY.**

Removal of dispensable decorative elements and stationery.

## **AMENITIES.**

In addition to the usual amenities, on the day of arrival we will provide you with a small bottle of hydroalcoholic gel. We have replaced glass cups with hard plastic cups, which are replaced for each guest. Lightweight surgical masks are available for sale at the reception desk at cost price.

## SWIMMING POOL TOWELS

You will find one for each guest in your room upon arrival. These towels can be changed only once a day at the pool bar or at reception. The same number of pool towels must be in your room at check-out or you will be charged for each missing towel.

## BEACH TOWELS

These are available at reception and must be handed in upon your return from the beach in a container provided for this purpose next to the reception.

## 4. COMMON AREAS



## CLEANING AND DISINFECTION PROTOCOL

Before opening, a thorough disinfection of the common areas, as well as the ventilation and air conditioning systems, and a check of these is planned.

We are increasing the frequency of cleaning in risk areas such as reception, lift, handles, etc.

The bathrooms will be cleaned every two hours. The lift may only be used by members of the same family or one group of friends. The use of the stairs is recommended. Hydroalcoholic gel dispensers are available on each floor.

## CAPACITY IN THE COMMON AREAS

The number of people allowed in the common areas will be limited according to the alert phase established by the Spanish Ministry of Public Health. Our team will enforce this basic rule for the duration of the pandemic.

## NEWSPAPERS, MAGAZINES, BROCHURES

We have removed newspapers, brochures and magazines from the bar, lounges, and aisles. Upon request, a newspaper can be purchased on your behalf in the morning, the cost of which will be invoiced to you at cost price.



## 5. BREAKFAST AND LUNCH AT THE POOL RESTAURANT



### **ORGANISATION**

You have two choices for breakfast:

- Room service. Dial 9 and reception will take your order.
- Customised breakfast in the dining room. You must book at reception the day before, indicating the time you wish to have breakfast.

For poolside lunches, you must book at reception or at the pool bar.

At the entrance to the breakfast room, as well as in the bar and restaurant, you will find a QR code that will open a page on your smartphone or tablet with our full range of drinks and dishes in your preferred language.

### **PROTOCOL IN THE DINING ROOM.**

Table service. Maintaining safety distances in the breakfast room. Tables and chairs are disinfected after use by each customer. Shifts are established for both breakfast and lunch in the pool garden bar-restaurant.

### **HYGIENE PROTOCOL**

A hydroalcoholic gel dispenser is available at the entrance to the breakfast room and at the poolside bar-restaurant.

The tablecloths and napkins are washed with industrial disinfectants and ironed at high temperatures in our own laundry room. These are changed from one guest to another.

## 6. SWIMMING POOL AND SPORTS



### **WATER TREATMENT.**

We have reinforced the daily controls following the new maintenance and cleaning protocol of all our facilities. Our waters will be chlorinated in the legal proportions for continuous disinfection. It has been proven that the Covid-19 virus cannot be transmitted through chlorinated pool water.

### **CAPACITY AND TIMETABLES.**

We have changed the arrangement of the sun loungers in the garden and around the pool to respect the regulatory distance of 1.5 meters between each family.

The pool area can only be accessed during designated hours (consult Channel 1 on your TV or the information panel at reception).

### **SECURITY PROTOCOLS.**

Employees must wear their masks. Customers must wear flip-flops or sandals and wear a mask to move around the pool, bar and garden restaurant.

### **DISINFECTION AND CLEANING.**

Loungers and tables are disinfected after each use. When a guest vacates their lounge, they will place a red "TO DISINFECT" sign on it. An employee will then disinfect the lounge.

The changing rooms are disinfected every two hours. A search control sheet is used to organise and monitor cleaning rotas.

Disinfectant soap, hydroalcoholic gel and paper are available in the changing rooms.

### **JACUZZI**

Children under 12 must be accompanied by an adult. The jacuzzi may only be used by members of the same family. In order to allow other customers to enjoy the Jacuzzi, please vacate the jacuzzi after one cycle (15 minutes).

### **HAMAM AND SCOTCH SHOWER**

These will remain out of service for now due to the complications of cleaning between uses.

### **SPORTS MATERIAL**

The hotel guarantees the disinfection of all material lent to guests such as tennis rackets and balls, table tennis, pétanque game. Normal and electric mountain bikes require prior reservation, as well as kayaks, which will also be checked and disinfected after each use.

## SECURITY RULES FOR HOTELS



LIMITED  
CAPACITY



ISOLATION  
AREAS



WE CLEAN AND DISINFECT THE  
CORRIDORS AND THE BUTTONS,  
RAILINGS AND HANDLES OF  
THE SHARED AREAS



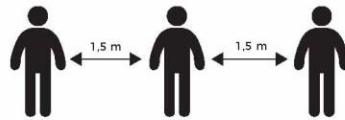
WE HAVE ROOM  
SERVICE AVAILABLE



CONSULT OUR WEBSITE FOR  
AVAILABLE SERVICES



WEAR YOUR FACE MASK WHILST  
BEING ATTENDED TO



OBSERVE SOCIAL DISTANCING



USE DISINFECTANT GEL



USE THE LIFT  
INDIVIDUALLY, IF  
POSSIBLE



GO TO THE WC  
INDIVIDUALLY



CHARGE IN ROOM ACCOUNT  
OR CREDIT CARD PAYMENT  
PREFERRED

Covid-19, your safety is everyone's safety

## SECURITY RULES FOR RESTAURANT



DINING  
ROOMS AND  
TERRACES  
WITH LIMITED  
CAPACITY

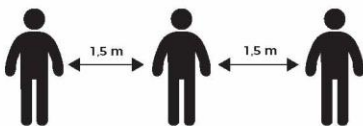


WAIT TO BE SEATED

MAXIMUM  
OCCUPANCY OF 10  
PEOPLE PER TABLE



CLEAN AND  
DISINFECT EACH  
TABLE BETWEEN  
CLIENTS AND WC  
PERIODICALLY



OBSERVE SOCIAL DISTANCING



WEAR YOUR MASK WHEN YOU  
MOVE TO OR FROM TABLE



USE DISINFECTANT GEL



GO TO THE WC  
INDIVIDUALLY



CHARGE IN ROOM ACCOUNT  
OR CREDIT CARD PAYMENT  
PREFERRED

Covid-19, your safety is everyone's safety