

# **GENERAL INFORMATION**

Dear Customer,

Due to the difficult situation that we are experiencing in this time, we are forced to review and modify our schedules and our facilities almost daily, depending of the real occupancy of our apartments!

We kindly ask you to check directly with the hotel staff and at the information points of the complex about the time table of our services.

For our side, we will update the information at all times and upon arrival we will give you the updated details.

Thanks for your understanding and collaboration!

## **COVID-19 MEASURES**

### **STAFF**

- Training for all staff on hygiene and prevention measures.
- Taking the temperature of all staff at the beginning of each working day.
- Staff equipped with PPE and trained in its correct use to guarantee everyone's safety.
- Social distancing measures.

### **FRONT DESK**

- Face-to-face check in and check out only one person per booking
- Prioritization of payment by contactless credit card.
- Information about bookings, excursions'..., only one person per room
- Social distancing measures between guests and employees.
- Disinfection and sterilization of room keys after each use.
- Do not remain at reception

## ROOMS

- Thorough cleaning of the entire room with virucidal products recommended by professional suppliers.
- Increased frequency of disinfection of surfaces with greatest contact such as switches, door handles, doors and bathroom fittings.
- Washing of clothes and textiles with special programmes to guarantee maximum hygiene.
- Minimization of decoration stuff

## COMMON AREAS

- Thorough and more frequent cleaning of public areas, with special attention to bathrooms and areas of greater contact.
- Daily ventilation of all areas.
- Common areas equipped with numerous hand sanitizer dispensers.
- Maximum capacity established in order to guarantee the minimum safety distance between people.

## RESTAURANTS AND BARS

- Hand sanitizer dispensers at all entrances to restaurants and bars.
- Limited capacity in restaurants and bars.
- Establishment of a minimum distance of 2 metres (6.6 ft) between tables.
- Disinfection of tables and chairs after each use.
- Cleaning of kitchenware and equipment with disinfectant products at the end of each service.
- Prioritization of table service and show cooking.
- Staff equipped with PPE.
- E- Menus (digital versions)

## SWIMMING POOLS

- Rearrangement of furniture to ensure a minimum distance of 2 metres (6.6 ft) between sun loungers.

- Limited capacity in the swimming pool area.
- Enhanced maintenance and cleaning of pool water in order to guarantee optimum quality.
- Increased frequency of cleaning and disinfection of the pool area and its furniture.