



COVID FREE GENERAL MEASURES

1. Our Personnel have received training in preventive measures for Covid-19 and have the appropriate protective equipment, EPIS, in order to carry out their duties. The staff will not use uniforms outside the hotel, guaranteeing disinfection with washing in hot water at 60° C.
2. All staff will have their health monitored. Temperatures will be taken daily.
3. Communal areas will operate at reduced capacity. Lifts will also be restricted to a room or family group at one time. Regular special disinfection will also be carried out.
4. We have increased the safety distances of all cafeteria and restaurant tables.
5. A free PICNIC service will be provided for those who would like to have breakfast or lunch on the beach.
6. Clearly marked points for hand washing services and disinfectant gel are provided.



MEASURES IN THE RECEPTION AND CUSTOMER SERVICE

1. Access to the hotel is restricted to hotel guests only.
2. The recommended safety distance between clients will be clearly displayed and communicated.
3. The temperature of each guest will be monitored.
4. We have installed protective methacrylate partitions at the check-in desk.
5. There are disinfectant gel dispensers on our desks.
6. We disinfect the counters and all the material given to our guests continuously (remote controls, key cards etc.).
7. We have suspended the luggage room service. Our guests will now be able to leave their belongings in their own room until departure time.
8. An easy express check out point has been provided.



MEASURES IN ROOMS AND CLEANING SERVICE

1. We have increased the frequency of the cleaning in common areas, bathrooms, hallways, lifts, etc.
2. Our staff have the appropriate protective equipment (masks, gloves etc.).
3. There is a strict protocol for cleaning critical points: controls, handles, switches, etc.
4. We use disposable or different cleaning materials for each room, guaranteeing cleaning and disinfection without the possibility of any cross contamination.
5. We do not carry out the cleaning of a room whilst a guest is still present in the room.
6. The room is disinfected with ozone (a specialist disinfectant) before each new occupant.
7. We customize the cleaning of each room in terms of its frequency and timing.
8. Our laundry ensures and certifies cleaning and treatment of laundry at more than 60° with disinfectant products.
9. A courtesy service of masks and sanitizing gel will be supplied to our guests upon request.



MEASURES IN RESTAURANTS AND BARS

1. We have placed gel dispensing points at the entrance of restaurants, bars and all other points of service.
2. All kitchen and service staff work with gloves and masks, both those that are facing the client and those that are working out of sight.
3. We will take the temperature of our guests at the entrance of the restaurant.
4. The number of tables is reduced in the Restaurant and Bar areas, with a minimum of 1.5m between tables.
5. We have changed our drinks service, so staff can now offer drinks served at your table.
6. We provide staff to serve customers at the Buffet preventing them from handling food and tongs.
7. Our Maitre d' will assign you a table for all dining services.
8. We have installed protective methacrylate partitions in all necessary areas (buffets, bars etc). Customers do not have direct access to food or drink, but they can see the food and can choose. It will then be served on front of them.
9. Our staff will serve the selected dishes for our guests, thus preventing our customers from having to access the buffet directly.
10. We have individual portions of oil, vinegar, salt and pepper on the tables.
11. If the occupation allows it, we will have 2 sittings for lunch and dinner.
12. Tablecloths and placemats are the hygienic disposable type.
13. Our cleaning staff continuously sanitize the furniture, counters, electronic points of sale and rooms.
14. At breakfast, lunch or dinner, you can request our Picnic service to take outside or take to your room.
15. The breakfast machines such as toasters and tea/coffee making will be operated for you by hotel staff.
16. We thoroughly control the temperature of the dishwashers at > 80°.
17. All unnecessary decoration has been removed.
18. We have removed the bread from the Buffet and it is now served to our customers at their table.

MEASURES IN TECHNICAL SERVICE

1. All personnel have the necessary individual protection and safety equipment.
2. We do not visit or make repairs whilst a guest is present in the room.
3. All affected areas will be fully disinfected after any work has been completed.
4. We control and monitor the ventilation, air renewal systems on a daily and continuous basis.
5. We constantly renew the air in the common areas, at a temperature of 23°-26°.
6. All processes and operating controls are logged and registered.



MEASURES ON THE RECEIPT OF GOODS

1. All supply personnel are equipped with masks, gloves, and a disposable gowns.
2. We have a safe goods unloading point. Before reaching the warehouse or storage areas, all products are removed from their original packaging and disinfected.
3. We review and control the quality conditions of each supplier according to the HACCP plan and its regulations.