

## COVID FREE SECURITY 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, including the SPA Dynastic.
4. We have increased the safety distances of terrace, cafeteria and restaurant tables. This also applies to sunbeds in the poolside areas (minimum 1.5m).
5. We facilitate access to the pool and snack bar areas in all of our chain's hotels.
6. A free PICNIC service will be provided for those who would like to have breakfast or lunch on the beach.
7. Clearly marked points for hand washing services and disinfectant gel are provided.
8. We have implemented the room door opening system from your mobile.

## 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 counters.
5. An APP has been created that includes information content for our guests. They can also use it for making reservations in the restaurant, Spa, entertainment activities and more.
6. There are disinfectant gel dispensers on our desks.
7. We disinfect the counters and all the material given to our guests continuously (IT bracelets, key cards, etc.).
8. We have set up a Hospitality desk, from here we can inform and explain to our guests any information they require regarding the facilities and services we provide.
9. We have suspended the luggage room service. Our guests will now be able to leave their belongings in their own room until departure time.
10. The hotel lifts work with an intelligent system without buttons. The lift capacity has been limited and they will also have regular special disinfection.
11. 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 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 frequency and timings.
8. Our laundry ensures and certifies the cleaning and treatment of all 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. Our staff can now offer drinks served at your table.
6. We provide staff to serve customers at the Buffets and Show Cooking areas, 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 choose what they would like. It will then be served for them by our staff.
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 two 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.
19. We have limited the opening hours of the snack service. Our staff will assist in serving.
20. We limit the snack service.

## MEASURES IN ENTERTAINMENT AND ACTIVITIES

1. We will have limited and controlled numbers for all organised activities.
2. We have sanitizing gel stations next to the arcade and games area.
3. Billiards, pool, foosball, ping pong, etc are disinfected after each use.
4. We have designed our new animation program to avoid closed spaces as much as possible.
5. An APP has been created with handy information on the day's activities. It also has the ability to make a reservation.
6. We sanitize all activity materials after each use.
7. The MINICLUB is available with a limited capacity. An adult can also accompany each child.

## MEASURES IN OUTDOOR POOLS

1. We have reduced the maximum capacity and increased the space between sunbeds (MIN 1.5m).
2. Access to the pool, terrace areas and snack bar is available to all guests wishing to enjoy the sun in all our hotels.
3. Disinfectant gel stations are provided in the area.
4. We fully sanitize the deck chairs, sunbeds and umbrellas after each use.
5. No sunbed reservation service. This will optimize their use amongst customers.
6. It is obligatory to use the showers before and after swimming.

## MEASURES IN SPA, GYM AND HEATED POOL

1. The SPA will operate at a reduced capacity.
2. We have created an APP so you can request bookings or make treatment reservations. All services will be on appointment.
3. We carry out treatments with gloves, mask, gowns and shoe covers. We also disinfect the cabins after each treatment.
4. All machines are disinfected each time they are used.
5. The use of a bathing cap and towel will be mandatory.

## MEASURES IN TECHNICAL SERVICES

1. All personnel have the necessary individual protection and safety equipment.
2. We do not visit or make repairs whilst the 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 and dehumidification system of the indoor pool and Jacuzzis 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 gown.
2. We have a safe goods unloading point. Before reaching the warehouse or storage, 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.