

# Protocol

Security & hygiene  
COVID-19



# Your security & wellbeing comes first

**This summer at Excel Hotels & Resorts, we want you to travel again and enjoy your well deserved resting time.**

Therefore, in all our accommodations we have taken all the right measurements of security and hygiene with extreme precautions.

We want you to feel safe in every single one of our apart-hotels. We want you to travel with the same trust and carefree as you used to. Even though some norms have changed. At Excel Hotels & Resorts we have been working hard to provide the most satisfactory experience for our clients.

**Our commitment is the security and wellbeing of all our clients and employees.**



# 1. Employees & collaborators

- All our accommodations will have an **internal safety and hygiene committee** that will ensure to comply with the COVID-19 prevention protocols drawn up by Excel Hotels & Resorts.
- All our employees will receive continuous training on the new safety and hygiene protocols created by Excel Hotels & Resorts for the prevention of viral infectious diseases, especially COVID-19.
- **We have reinforced safety and hygiene measurements in all working areas** including the common areas and rest areas of our workers. After each shift, all work areas and uniforms will be disinfected.
- **The use of masks and gloves will be mandatory**, and prevention products will be available in work areas that have greater exposure to the public as well as in the most critical areas such as the Food & Beverage area.
- **Employees temperatures will be checked before each shift.**
- **All our suppliers must make deliveries in certain areas and under the strict control standards of Excel Hotels & Resorts**, disinfecting the products before delivery. Likewise, all the collaborating companies must provide their workers with personal protection equipment (EPIS) necessary to carry out their work.
- Locations such as break-room for employees **will have an organized shift to maintain the security of social distancing.**



## 2. Reception areas

- All our clients will have masks and gloves during check-in, under petition.
- We are preparing a **mobile app to check-in and check-out** to reduce contact time, both in the entrance and exit of our accommodation.
- **Payment by card or other electronic methods will be prioritized.**
- **Reduction of the signage elements.**
- **During check-in, the temperature will be taken for all customers with an optical thermometer.**
- **Frequent cleaning and disinfection of all surfaces with specific products will be maintained.**
- We have placed **separation marks** to maintain the safety distance between both employees and customers, as well as **partition screens on the counter.**
- **All room keys and cards will be disinfected after use.**
- Our reception team has the **telephones of the health services** in your area in case any guest might need them.
- To safeguard the guests and employees, the receptions have at their disposal a protocol of attention to clients who could be suspected of having any medical need, especially if it is detected that it could be a viral-infectious disease.



## 3. Elevators and common areas

- The use of the elevator is restricted to people who make up the same reservation.
- Cleaning and hygiene measures will be extreme in children's recreational areas.
- Cleaning and hygiene measures will be extreme in public areas such as toilets, lounges, spas, and gyms.
- Pool capacity will be limited as well as the number of hammocks available to ensure the rules of social distance.
- Gym capacity will be limited to ensure the social distance of the people who want to use it. Cleaning and disinfection measures will also be extreme. Space will be enabled to deposit the used towels. Likewise, after each group class, there will be sufficient time to proceed with the cleaning and disinfection of the space.



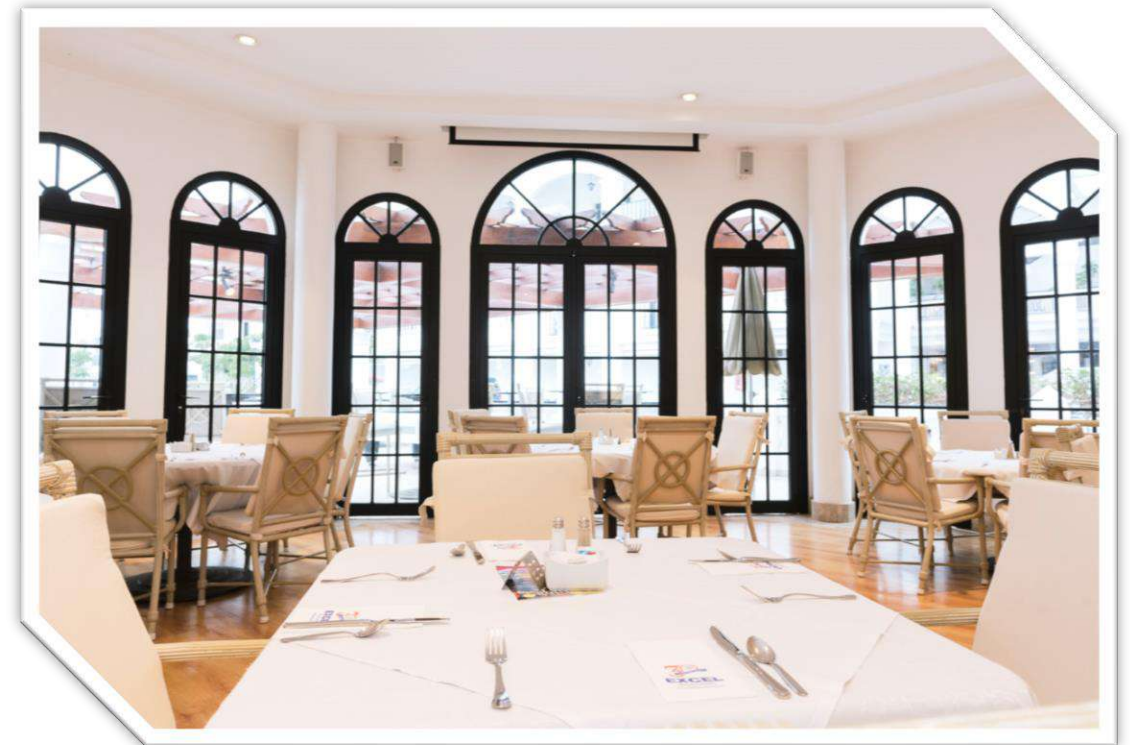
## 4. Rooms and apartments

- We will provide extreme protocols for cleaning the rooms and apartments after each departure of any guest, following the recommendations of the WHO (World Health Organization) and the health authorities.
- With the cleaning and laundry companies, strict protocols have been established to guarantee a sanitary barrier. The laundry collection protocol defines a route for the transport of dirty laundry from its production point to the laundry, specifically establishing the circuit to avoid crossing dirty and clean laundry lines.
- Cleaning staff has been extensively trained in prevention protocols and is equipped with personal proactive equipment to guarantee their safety.
- The cafeteria room has been limited to avoid the risk of contamination.
- Non-essential decorative will be removed from the rooms to minimize the risk of contamination.
- All rooms will undergo a treatment of ventilation systems after each guest has left and before the next one has entered.



## 5. Restaurant, bars and terraces

- At the entrance of the restaurants and bars, **customers will have hydroalcoholic gels.**
- **We have reduced the available capacity** to guarantee the social distance between clients. Therefore, **the use of restaurants can only be made with prior reservation.** Shifts will be established to guarantee access to the service for all guests who request it.
- **Priority will be given to the use of credit cards and mobile phone** to make payment.
- **The single-use tablecloth will be prioritized.** In case not feasible, the table will be changed after each use.
- **All surfaces and elements of the dining room will be cleaned and sanitized after each service,** adequately ventilating the room. Dishes and cutlery will be washed and disinfected after each service, even the one that has not been used. The same procedure will also be performed with tablecloths that are not disposable.
- **The use of disposable materials will be prioritized in the menu of our restaurants and bars.**
- In self-service products (napkins, cruets, oils, etc.), **single-use disposable will be prioritized.**
- **In the buffet area, food will be arranged in individual portions,** thus avoiding the use of tongs or other service utensils. Also, in those establishments where possible, how cooking, a la carte service, or to-go orders will be prioritized.
- **In bars,** the space that customers may occupy will be marked following social distancing measures. **All products will be protected** from both customers and employees.
- **In the terraces the limited spaces for their use** will be indicated, always respecting the measures of social distancing.



Safe like at home



Thank you for trusting us!