

# SAFE HOLIDAYS WITH GAVIMAR

COVID-19 PREVENTION MEASURES  
UPDATED JUNE 15, 2020

We have at our disposal the counselling of qualified companies of recognized international prestige to create and supervise the roadmap and apply the recommendation of the World Health Organization, together with the standards established by the different european, national and regional representatives.



We have intensified the cleaning processes, modified spaces to guarantee physical distancing, and redesigned the processes to give more prominence to digital solutions.

## RECEPTION

Upon arrival at the hotel, you will identify some changes so that you can enjoy a safe and comfortable stay. Some daily processes may be carried out through our website <https://www.gavimar-hotels.com/es/> such as the check-in, check out services, managing incidents or information inquiries.



## ROOM

We want to make a temple of your room. A safe space where cleaning and disinfecting have been intensified, sealing some elements to guarantee their set-up.

The daily room cleaning service will be kept within the established hours, as long as the guest is outside the room. In the event that the guest rejects this service, the change of towels will still be maintained every day.



Some services will also be modified:

- Irons, and other facilities not anchored will be on request.
- All the elements considered non-essential ornamentals will be removed: pictures, cushions, etc.
- Blankets, additional pillows, etc, will be available on request.

### RESTAURANTS AND BARS

The safety of our clients is the first objective of the company. Physical distancing in the dining room and compliance with the regulations regarding distance between clients and employees will be ensured.

Buffet breakfast, market-style system where you will enjoy the variety of the cold product presented in individualized formats and the hot ones served by our staff and reinforced on demand through live cooking.

Buffet lunch and dinner market-place style, with our expert chefs and waiters directly serving customers a wide range of different dishes. Aiming to optimize the flow of customers and reduce hoot handling.

Take away-meal service allows customers to enjoy their food wherever their wish (beach, room, etc).

Drinks will be served by our staff. All-inclusive guests will continue to enjoy unlimited consumption within established hours.



### SWIMMING POOLS

Keep enjoying a good dip in our pools. To make this possible, we have adapted by modifying the assemblies so that at all times we maintain the safety distance between the different groups of people.

All processes related to the management and maintenance of recreational water are applied, as well as those specific to cleaning and disinfecting both the areas outside the pool, as well as the surroundings, shower and staircase.

There will be showers, sunbeds, and toilets in the pool area. Our staff will monitor and supervise the rules of physical distancing established.

The use of elements that may come into contact with other clients: Balls, mats, pool noodles, toys or sports elements of any kind will not be allowed. Both in the pools and on the terraces.

It will not be permitted to deposit objects on the floor of the terraces and pool areas, such as bags, bottles or glasses of drinks, clothing, shopping bags, etc. Our staff will monitor so that the regulations are met.



## ACTIVITIES AND ENTERTAINMENT

It's time for fun! That is why we have planned a varied program adapted to social distancing, with which you can continue enjoying activities with maximum safety for children and adults.

The Children's Entertainment Service will be offered through a program in which the safety distance is guaranteed, and always in outdoor spaces, avoiding contact games or those that require sharing objects.



- Our entertainers will have as an essential requirement the thorough washing and sanitizing of hands at the beginning and end of activities.
- Workshops and classes: outdoor activities will be promoted and the assemblies will be designed favoring social distance.
- Performances: They will be done outdoors, whenever possible, or marking the gauging and assemblies with the safety distance.
- You can find information about all the activities in the information panels distributed by the hotel.

## GYM AND SPA

Enjoy our facilities by working out in the gym or relaxing in the spa.

As long as we can guarantee the safety of the facilities, we will continue to offer the services of a gym, sauna, Turkish bath, showers, changing rooms and toilets.

The spa services will have a reduced list of treatments adapted to this new situation and can be enjoyed through reservation.



## PUBLIC AREAS

The main areas will adapt to the hygienic-sanitary needs recommended by the different official organisms:

- Signaling systems to guarantee a correct flow of the groups and the distance between them and other customers.
- Presence of sanitary gels in strategic places, hygienic information and recommendations and separation or protection screens in necessary places or occasions.
- Redistribution of furniture in the different common spaces.



## COVID-19 PREVENTION MEASURES

- Gel dispensers at the entrance of bars and restaurant and in common areas and restrooms.
- Reinforced disinfection and cleaning protocols will be established, with special emphasis on points of frequent contact: switches, knobs, taps, buttons,
- etc.
- All ornamental plants will be removed, as well as those decorative elements and furniture whose purpose is merely decorative in order to eliminate possible
- sources of infection.
- All rooms will be ventilated regularly and long enough for the renewal of the indoor air.

