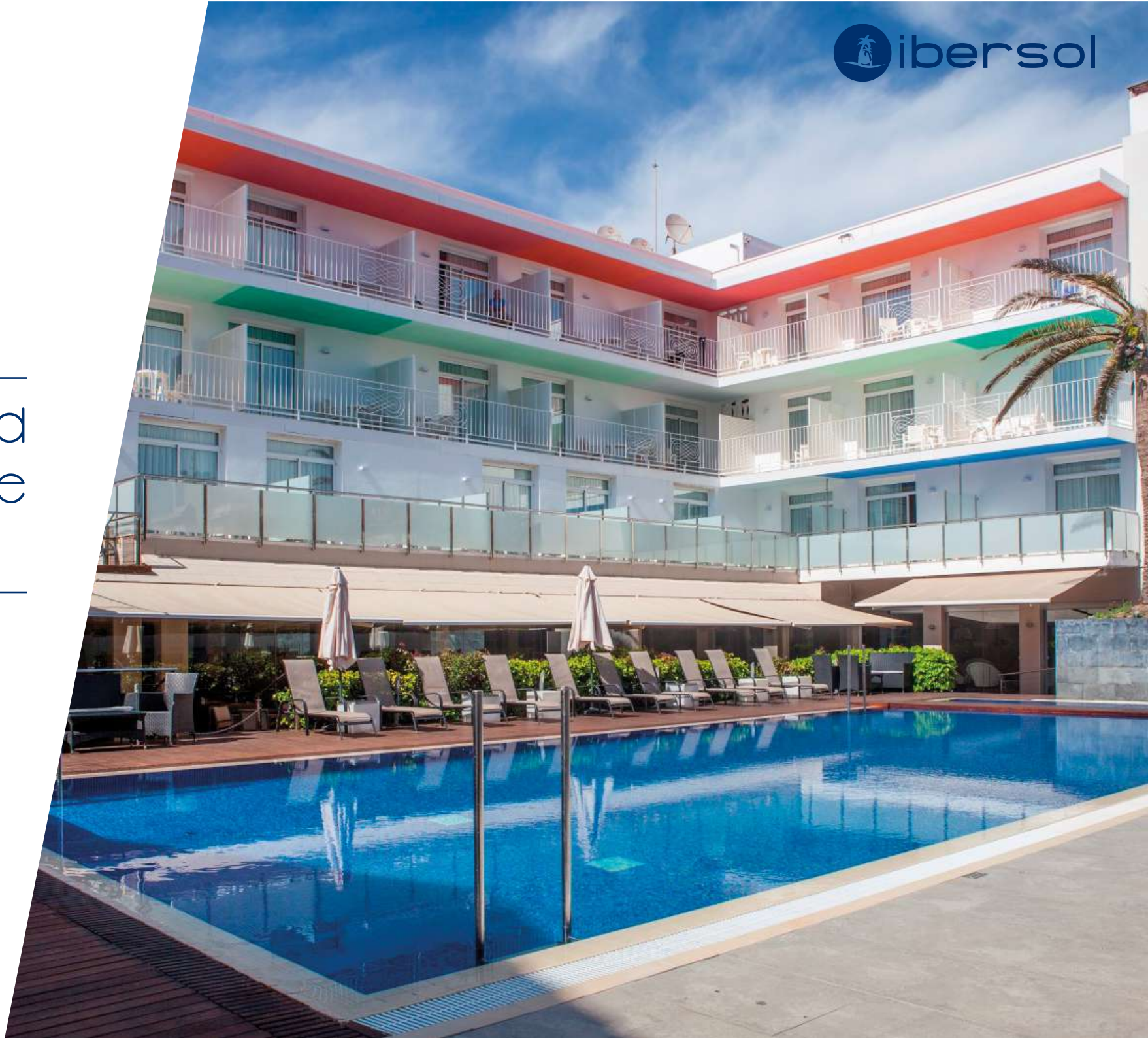

HEALTH and
HYGIENE
protocol

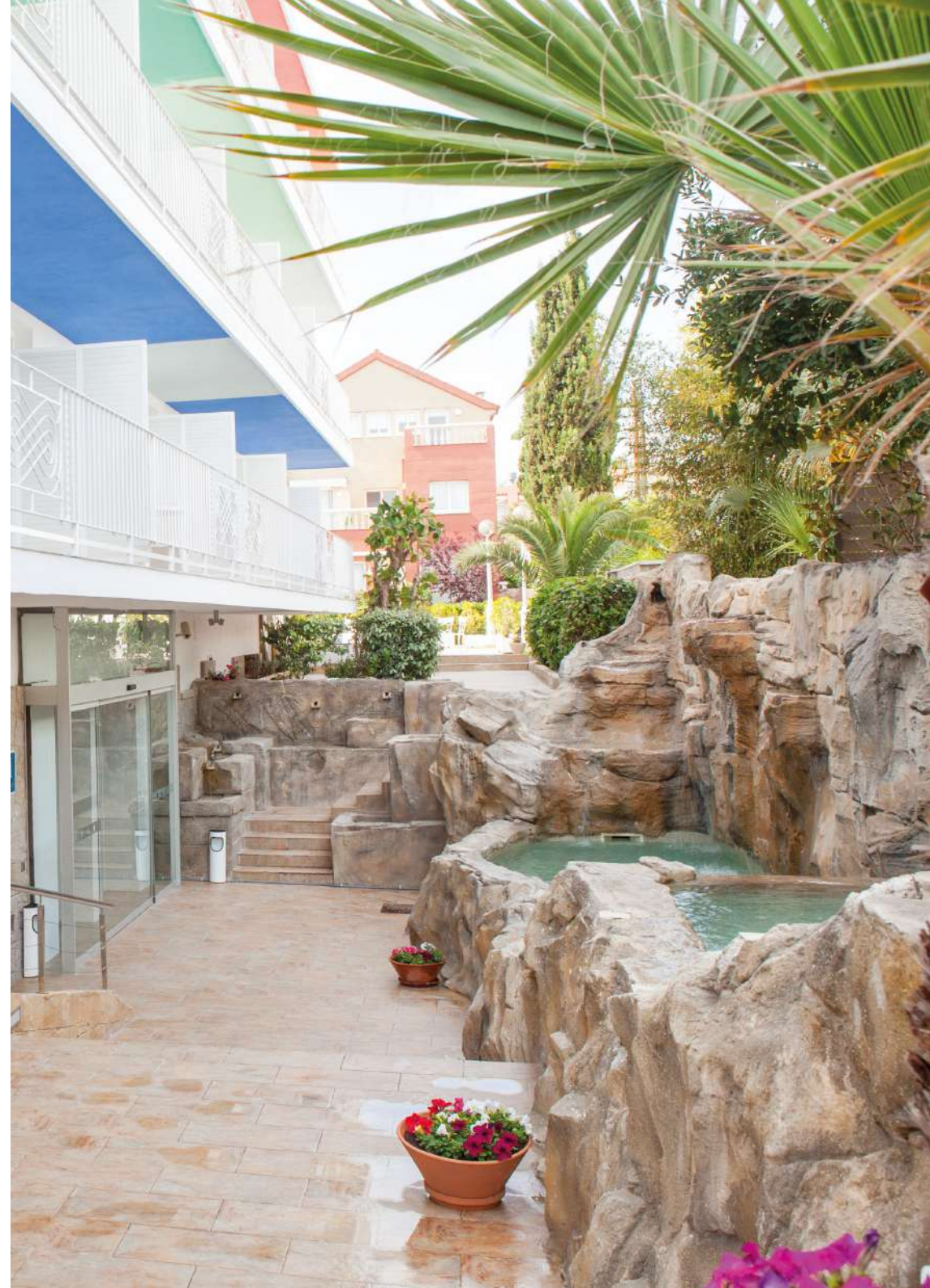


At the Ibersol Group we consider the responsibility to guarantee the health and well-being of all our clients and hotel employees a priority and consequently we follow all the guidelines adopted by the authorities to reinforce your safety.

In line with the measures recommended by the World Health Organization and in view of the evolution of the situation in Spain and in the world, the Ibersol Group is closely following all the guidelines taken by the organizations responsible to prevent the virus from spreading.

This information will be updated according to the new indications or official measures that the health authorities are taking in this situation.

Enjoy with us again!
#enjoyagainibersol





rooms

Rooms will be thoroughly disinfected.



restaurant and bar

Capacities will be controlled to avoid crowds and tables will be placed further apart.



buffet

The buffet will serve individual portions.



common areas

Hand gel dispensers will be available in various points throughout the hotel.



swimming pools

Capacities will be limited at the pool.



staff

We protect all of our employees with specific personal protective equipment.



rooms

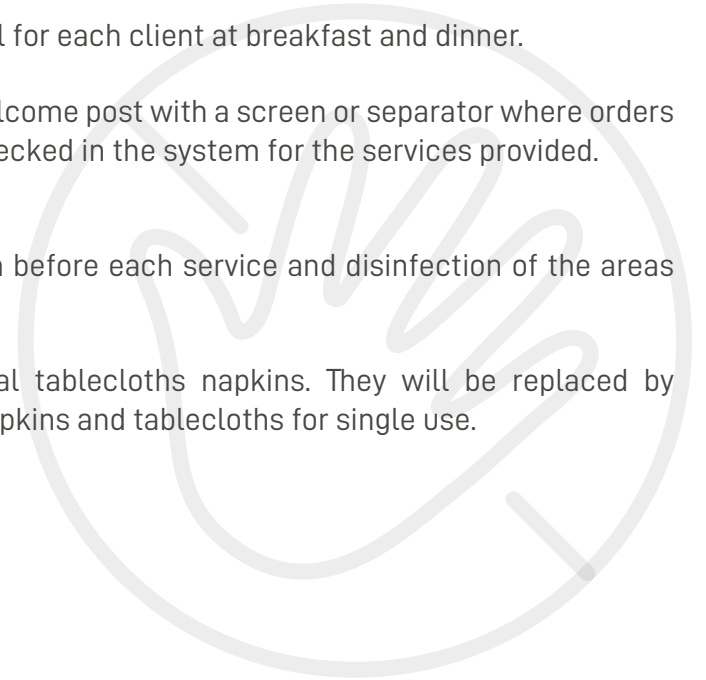
- ⦿ Removal of accessories from all rooms.
- ⦿ Use of single-use amenities.
- ⦿ Plasticized remote control.
- ⦿ Removal of all decorative elements that interfere with disinfection such as: cushions, footboards, mini-bar products, stationery.
- ⦿ All elements undergo an extra disinfection treatment using specific sanitary products, with special attention to those areas of greater manipulation.





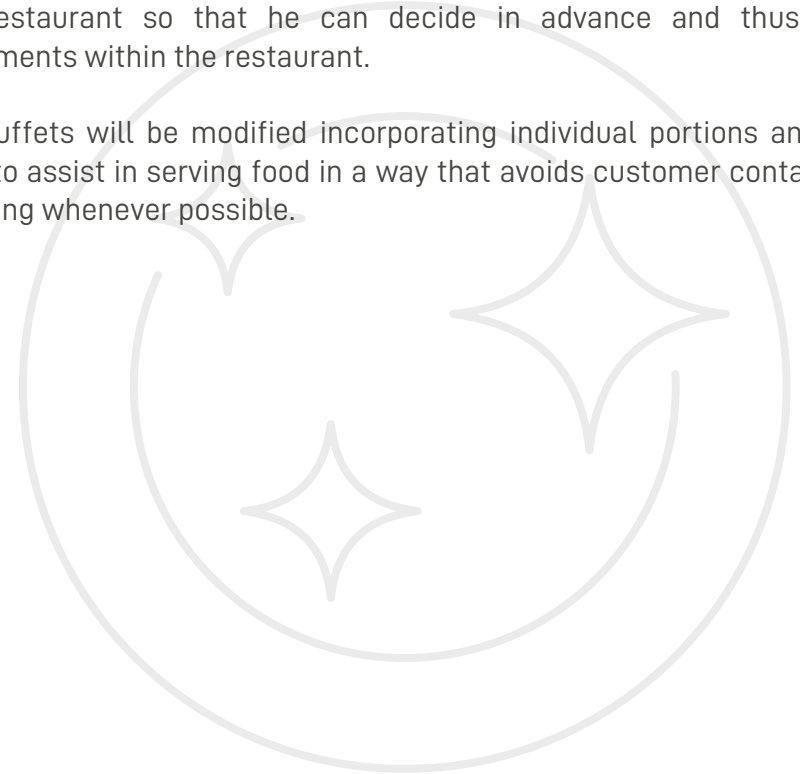
restaurant and bar

- ⦿ Our staff assists in serving food in a way that avoids contact and manipulation by customers.
- ⦿ Limitation of the restaurant capacity to avoid crowds and the distance between tables will be increased.
- ⦿ The schedule of each service will be extended according to need and capacity depending on capacity restrictions.
- ⦿ Temperature control for each client at breakfast and dinner.
- ⦿ A duly protected welcome post with a screen or separator where orders are made and/or checked in the system for the services provided.
- ⦿ General disinfection before each service and disinfection of the areas used by the guest.
- ⦿ Removal of material tablecloths napkins. They will be replaced by disposable paper napkins and tablecloths for single use.



buffet

- ⦿ Installation of a partition to cover the self-service buffet.
- ⦿ The client will be facilitated with the options of the buffet before entering the restaurant so that he can decide in advance and thus avoid movements within the restaurant.
- ⦿ The buffets will be modified incorporating individual portions and with staff to assist in serving food in a way that avoids customer contact and handling whenever possible.





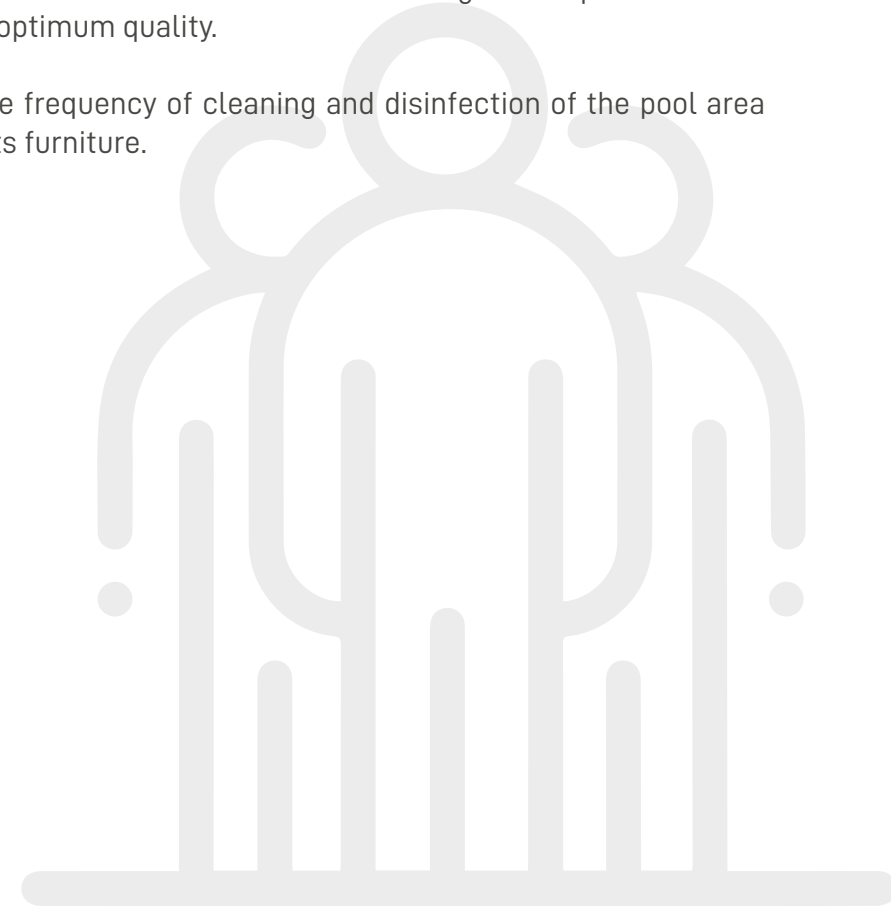
common areas

- ⦿ In various parts of the hotel you will find hydroalcoholic gel dispensers which will be mandatory in certain areas.
- ⦿ Cleaning with disinfectant products of sanitary level will be reinforced daily with special attention to the most sensitive areas.
- ⦿ In different areas there will be circuits of circulation and distance marks to avoid proximity between people.
- ⦿ In the Reception and Bar you will find glass partitions for the protection of our staff and our clients.
- ⦿ The keys will be disinfected and will be given to the client in an individualized material.
- ⦿ The invoices will be sent in an online version.



swimming pools

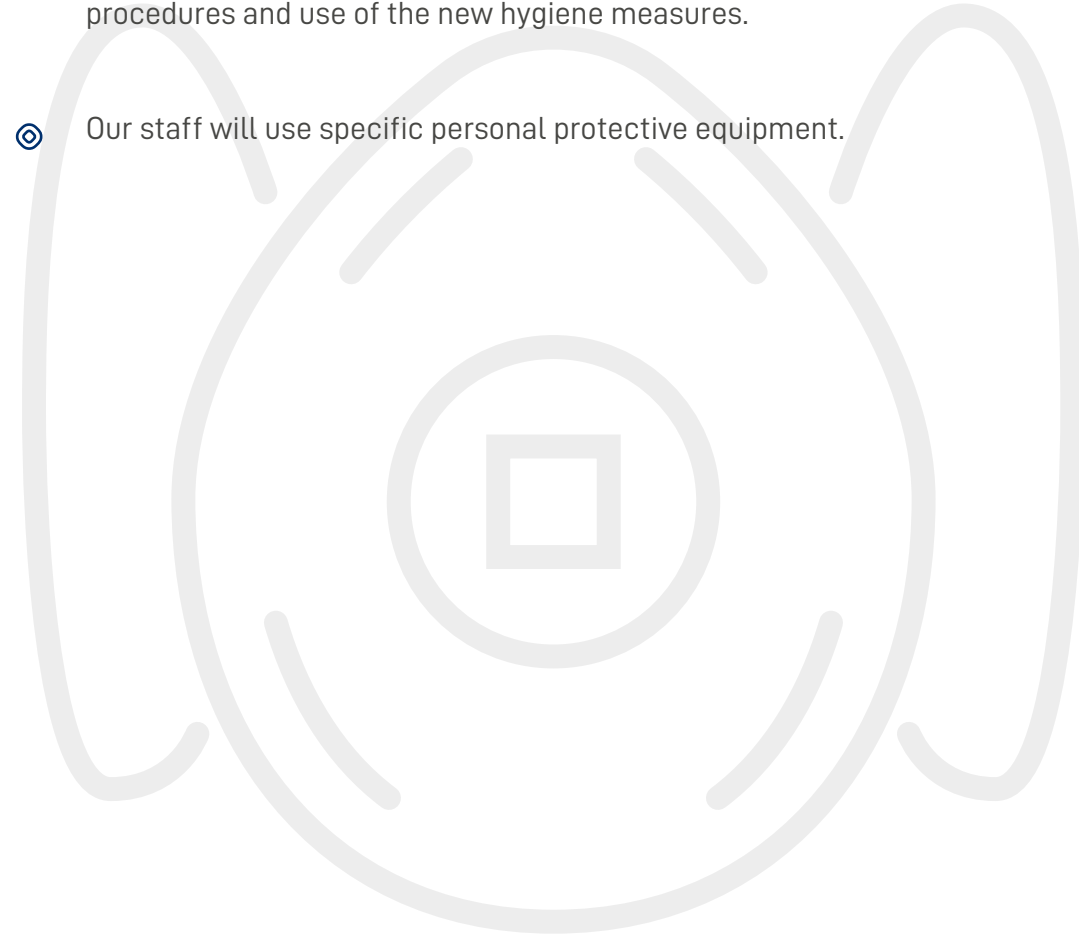
- ⦿ Redistribution of the furniture, leaving a minimum distance of 2 meters between sunbeds.
- ⦿ Limited capacity in the pool area.
- ⦿ Intensification of the maintenance and cleaning of the pool water to guarantee its optimum quality.
- ⦿ Increase in the frequency of cleaning and disinfection of the pool area the pool and its furniture.





personal

- ⦿ Carrying out specific training for all our employees on the procedures and use of the new hygiene measures.
- ⦿ Our staff will use specific personal protective equipment.



vuelve a
disfrutar
ibersol

