



# OUR COMMITMENT TO SAFETY AND WELL-BEING

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 HOTEL COSTA DEL SOL  
**IPV PALACE & SPA**



## HOTEL IPV PALACE & SPA

### OUR COMMITMENT TO SAFETY AND WELL-BEING

We at IPV Palace & SPA Hotel have always aimed to offer our guests the best experience, as well as guarantee health and well-being during their stay, maintaining our commitment to high quality standards in facilities and services.

After a few months of inactivity due to the situation caused by COVID-19, the IPV Palace & SPA team, together with their certified advisers, have been working on a strategy to adapt operations and services, following the recommendations of the competent authorities and the World Health Organization (WHO), to ensure that the return of guests, employees and collaborators is done in the best conditions of safety and quality, adapted to the new situation.



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Within this strategy, new cleaning, hygiene and social distancing measures have been developed, in addition to specialized training on preventive measures against COVID-19 for the entire staff. These hygiene and protection measures support the opening of our hotel in an environment of security and trust.

Our large open spaces, both exterior and interior, favour social distancing and guarantee the safety of guests and employees. However, as a reinforcement measure, the hotel has limited its maximum occupancy between 60 and 70%, except for more restrictive legal regulations, and has limited and/or eliminated any service and/or activity that may raise doubts about the spread of the virus.





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The entire team at the Hotel IPV Palace & SPA is dedicated to building a safe environment responding to current needs, but always ensuring that your experience with us remains unforgettable.





# GENERAL SAFETY



- ✓ Our capacity by area has been reduced to guarantee security measures, as well as a redistribution of furniture in common areas to guarantee the recommended security distance.
- ✓ We have put signage regarding the safety distance in strategic places and meeting points.
- ✓ We have stations with disinfectant gel in key points within the hotel.
- ✓ Disinfectant mats have been placed in access areas.
- ✓ We have protective screens in numerous customer service areas.
- ✓ We have intensified the cleaning and disinfection of objects and surfaces that may be touched or used by different people in common areas.
- ✓ Constant natural air ventilation protocols have been reinforced.
- ✓ We have posters with preventive recommendations in areas with the highest influx of customers.



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## GENERAL SAFETY

- ✓ Our staff disinfects work equipment after each shift, including the uniforms.
- ✓ Our staff has the necessary personal protective equipment at all times and always adapted to their functions.
- ✓ The use of all lifts is limited to the maximum occupancy of the family unit, unless they all wear masks.
- ✓ If any guests or employee shows symptoms related to the Covid-19, the specific protocols will be applied.
- ✓ Everything is under constant review, taking into account the evolution of the pandemic, its treatment and the emergence of regulations, products and effective measures to fight its spread.
- ✓ This action plan is available to all our guests and constantly updated at [www.hotelesipv.com](http://www.hotelesipv.com), as well as at the reception of our Hotel for any guest who requests it.



# RECEPTION



- ✓ We have put signage regarding the safety distance.
- ✓ We have protection screens on our counter to guarantee the recommended safety distance.
- ✓ We take the temperature of our guests upon arrival at the hotel, always with their consent.
- ✓ We disinfect all the necessary material to the guests (room keys, etc.).
- ✓ New criteria for room allocation.
- ✓ We have a container at our reception desk where you can deposit the used keys.
- ✓ The Check-out time is moved to 11:00 a.m and the Check-in is postponed to 4:00 p.m. in order to guarantee the new measures for cleaning rooms.
- ✓ We encourage payment by card or other electronic means, preferably contactless. The POS terminals are disinfected after each use.



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## ROOMS

- ✓ We use three cloths of different colors to clean the different parts of the room in a differentiated way. They are safely discarded after use.
- ✓ Our laundry ensures the treatment of bedding, towels, etc. at a temperature  $> 60^{\circ}\text{C}$  and using disinfecting products.
- ✓ We reinforce disinfection in the objects that are frequently touched (telephone, TV remote control, taps, etc.).
- ✓ We ventilate each room for at least 10 minutes daily.
- ✓ The bins in the bathrooms of the rooms and common areas have been replaced by new ones with a lid, touch-free and with a double bag. In addition, the bins in the rooms are eliminated, thus minimizing the risks of transmission.
- ✓ We have removed any additional pillows and bedding (blankets) available in the closet. If you need any of these items, they must be requested through our Reception. We deliver these items individually packaged, thus guaranteeing their prior disinfection.
- ✓ We have eliminated decorative elements that do not comply with cleaning protocols for washing at  $> 60^{\circ}\text{C}$  (cushions, plaid, etc.)





- ✓ Amenities have been limited to essentials (gel, shampoo, and soap). A complimentary face mask has been added to your kit. If you need any other type of amenities, you must request it from our staff.
- ✓ We have temporarily removed the laundry service. In case you need to use this service, we will do it through a specialized external laundry. The price list is available in QR format.
- ✓ The glass cups in the bathroom have been replaced by disposable wrapped cups.
- ✓ The toilet paper rolls are securely wrapped.
- ✓ We have removed stationery and other free supplies such as coffee machines, magazines, brochures, laundry bags, etc. Some of these products will be available at the request of the guests at the Reception.
- ✓ We have eliminated the Minibar in the room. All guests have a fridge in the room at their disposal for their personal use. It will be disinfected before the arrival of new guests.
- ✓ The cleaning and maintenance of the rooms are always carried out in the absence of the guests, who may decide to use the service or not. At Check-in, we offer the client the option of the "Do not disturb" procedure, by which their room is not cleaned throughout their stay. In this case, this sign must remain on the door of your room.
- ✓ The staff disinfects the gloves after each cleaning and maintenance of the room.
- ✓ The housekeepers disinfect and clean the carts used for their work and their work areas, after each day.
- ✓ The general information directory and the room service menu are available to our guests through a QR code in order to avoid document contact.



# RESTAURANT



- ✓ We have eliminated the Buffet lunch as well as the Full Board and the changes from dinner to lunch, in order to minimize risks of contagion. In this way, we guarantee the cleaning and disinfection of our Restaurant, as well as its ventilation with natural air between each service.
- ✓ We control the capacity in order to avoid crowds and comply with safety distance measures. It is possible that, with a greater influx in our restaurants, this will lead to organizing shifts per service, if necessary.
- ✓ We have reduced the number of tables in our restaurants, ensuring the recommended safety distance in order to minimize risks.
- ✓ We have protective screens on our counter, hot buffet areas, and show cooking, in order to guarantee the recommended safety distance.
- ✓ We have put signage regarding the safety distance in places susceptible to crowds.
- ✓ In order to access the restaurant services, hand disinfection at the entrance is mandatory. We take the temperature of our guests, always with their consent.
- ✓ The allocation of tables is always carried out by our staff, keeping the safety distance and avoiding the transit areas of the guests.



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## RESTAURANT

- ✓ Each guest must use gloves and a mask if they wish to approach the Buffet.
- ✓ All our kitchen and dining hall staff work with gloves and a mask, both client-facing and otherwise.
- ✓ Our buffet is partially assisted by our staff in all those foods that cannot be served individually.
- ✓ We offer single doses of oil, salt, vinegar, etc. on the tables. We have removed bulk products and decorative items.
- ✓ All our plates, glassware and cutlery are disinfected and comply with the Covid-19 protocols, in addition to having a control and review of the temperature during washing (> 80°C).
- ✓ Our staff facilitates the plates and utensils. In this way, we avoid guests having access to them.
- ✓ The culinary options are accessible in digital format through QR codes. In case of not being able to use technological means, said informative material is disinfected after each use.
- ✓ We encourage payment by card or other electronic means, preferably contactless. The POS terminals are disinfected after each use.



## OUTDOOR POOLS



- ✓ We control the capacity in order to avoid crowds and comply with distance measures.
- ✓ We have separated the pool loungers by family unit groups (min. 1.5m).
- ✓ The sun loungers are assigned by our staff in the lifeguard's booth. We also have a disinfectant mat for footwear in that area. In this way, we guarantee security and disinfection measures, so we ask all our guests to comply with these guidelines.
- ✓ Sun loungers, umbrellas, and side tables are disinfected after each use.
- ✓ Disinfection products suitable for the current situation are used.
- ✓ The shower taps, buttons, railings and other contact points will be properly disinfected throughout the day.
- ✓ Pool personnel have the necessary personal protection equipment to perform their duties safely. They will remind and insist on compliance with the rules in general and specifically those related to Covid-19 on an ongoing basis.
- ✓ The use of mats, balls, toys or any leisure item outside the facility itself is prohibited.



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## SPA, HAIRDRESSER & FITNESS ROOM

- ✓ We control the capacity by booking clients by time slot, reducing the maximum occupancy to 10 people at a time in the SPA area, 3 people maximum in the fitness room (as long as they belong to the same family unit, otherwise, access will be individual) and 2 people in hairdressing and beauty services.
- ✓ The use of a mask and gloves by therapists and guests is mandatory during health and beauty treatments.
- ✓ We have removed facial treatments and those that do not comply with security measures.
- ✓ The use of an individual towel is mandatory for the use of the machines in the fitness room. We provide them individually packaged, thus guaranteeing their prior disinfection.
- ✓ For the SPA circuit and other treatments, we provide wrapped towels, slippers and a swimming cap, to guarantee their prior disinfection.
- ✓ The changing rooms can only be used individually or by several members of the same family unit.
- ✓ The use of lockers is limited, controlled and disinfected by the staff after each use.





## SPA, HAIRDRESSER & FITNESS ROOM

- ✓ We have discontinued providing complimentary fruit and beverage.
- ✓ We have protective screens on our counter to guarantee the recommended safety distance.
- ✓ We clean and disinfect treatment cabins, fitness room machines and locker rooms after each use.
- ✓ We sterilize the working equipment and tools.
- ✓ We use disinfection products suitable for the current situation.
- ✓ We encourage payment by card or other electronic means, preferably contactless. The POS terminals are disinfected after each use.

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## OTHER LEISURE AND ENTERTAINMENT SERVICES

- ✓ We have limited our entertainment options to professional performances and shows, both during the day and at night, due to the fact that our usual entertainment program cannot be held following the correct rules of safety, hygiene and distance. For this reason, we have put entertainment activities for both adults and children (mini club) on hold and the playground has been sealed.
- ✓ We have reduced the capacity for night shows, distancing the assembly of the area with tables to extend the separation by family groups.





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## MEETINGS AND EVENTS

- ✓ Our meeting and banquet halls have been redefined, adapting the assemblies and spaces, to meet the suggested measure regarding distance at all times.
- ✓ We apply all protocols in relation to A&B services, disinfection and cleaning, security measures, etc. as in the rest of our facilities.



## TECHNICAL SERVICE



- ✓ We carry out repairs in the rooms, as much as possible, without the presence of the client. If this is not possible, we maintain the recommended safety distance at all times or request the use of a mask by our guests.
- ✓ All personnel have individual protection and safety equipment, which is safely discarded after each repair job.
- ✓ All areas in which there is intervention by staff are properly disinfected.
- ✓ We put special emphasis on cleaning and maintenance of air conditioning systems, vents, filters, and other sensitive points.





