

## SAFETY MEASURES AGAINST COVID-19

The safety and well-being of our guests and staff is a top priority for our hotel. In response to the COVID-19 pandemic, we would like to introduce a security protocol, providing you and our employees with conditions for both comfortable and safe stay and work. The code follows the current cleaning and disinfections measures from the protocol made by the Spanish Tourist Quality Institute which has the Ministry of Health approval.

Our staff has been provided with all the necessary materials to guarantee a safe work place with hygiene standards.

**Please do not forget that the use of the mask is mandatory in all the hotel areas as well as at the street according to the current restrictions established by the Government of Spain.**

### ROOMS

#### Cleaning Staff:

- ✓ Our cleaning staff works with an adequate individual protection equipment, mask and gloves. The gloves are replaced in the cleaning of each room. After the cleaning all the materials and equipment used are being safely discarded.
- ✓ With exceptions, housekeeping and room cleaning will not carry out if it is occupied by the guest.

#### Disinfection measures in the rooms:

- ✓ We have eliminated, according to the recommendations, all the unnecessary decorative objects.
- ✓ We have placed extra pillows and blankets with covers inside the closet.
- ✓ According to the recommended measures, we have also had to remove the unnecessary amenities from the room. But if you need anything, just ask at the reception.
- ✓ We have also removed all the magazines and stationery from the rooms.
- ✓ We have placed a sanitary kit in each room that contains a mask, a pair of gloves and a mono dose of hydro alcoholic gel.
- ✓ We take special care with the air conditioning; we disinfect the filters continuously following all the recommendations.

#### Amplification of our cleaning plan in the rooms:

- ✓ We place special emphasis on the disinfection of objects with more contact such as knobs, switches, windows, TV control remote, minibar and telephone. In the bathroom: hangers, hair dryer, WC switches and protection screens.
- ✓ We have established more ventilation time inside the rooms and we use ozone disinfection before the arrival of a new client.

#### RESTAURANT A LA CARTE:

- ✓ We have temporarily closed our restaurant a la carte. Lunch and dinner service are served at our cafeteria.

#### COMMON AREAS:

- ✓ Entrance to the hotel lobby is equipped with shoe sanitizing mat.
- ✓ Regular disinfection of the hotel elevators with special emphasis on buttons and handles.
- ✓ We have increased the frequency of cleaning in the common areas, bathrooms and hallways.
- ✓ Recommendations posters have been placed inside the elevators to regulate the limit on the number of people using it at the same time.
- ✓ Hand sanitizer is available in the lobby, cafeteria, restaurant and gym.
- ✓ We have reduced the number of tables in our cafeteria and restaurant to keep the safety distance.

#### RECEPTION

- ✓ Informative posters have been placed around the hotel.
- ✓ We have installed protective methacrylate partitions at the receptions counter.
- ✓ Pens and tpv's are continuously sanitized.
- ✓ The reception counter is been disinfected after every shift.
- ✓ Check in on line is available.
- ✓ Until further notice, our valet service has been suspended

#### ROOM SERVICE

- ✓ All our tableware, cutlery, porcelain and glass (including room service trolleys and waiter trays) are being sanitized in the dishwasher at 60°C.
- ✓ We have replaced our fabric napkins for soft paper ones.