Management System (Covid-19)
**General Guidelines**

In accordance with **Current Health Regulations (18 June 2020)**, and with the aim of protecting our customers and staff, we are increasing health and safety measures already introduced in accordance with guidelines from the **Institute of Quality Spanish Tourism (IQST)** and **Hazard Analysis Critical Control Point (HACCP)** regulations. These measures are to be modified in accordance with the implementation of new legislation which could affect them.

- General rules determined by the hotel for the prevention and control of Covid-19 must be complied.

- In accordance with current regulation (18 June 2020) the general guidelines are:
  - Capacity limited according to current regulations in closed areas (bars, restaurants, buffets...)
  - Social distancing face to face of 1,5 metres in closed areas.
  - Provision of PPES to all staff, as well as special training in hygiene-health matters
  - Installing interpersonal screen partitions and/or safety marking in places where there is customer/staff interaction.
  - Compulsory use of masks in all communal areas of the establishment
  - Increased provision of hand washing and disinfecting facilities.
There is a process for organizing check in and check out procedures respecting social distancing rules with the assistance of hotel staff.

A disinfect carpet will be placed at the hotel entrance.

General rules determined by the hotel for the prevention and control of COVID-19 will be handed out again during the check in process.

Cash payments are to be avoided, prioritising credit card payments.
Cleaning and Hygiene

Daily cleaning of all accommodation is carried out in accordance with a strict health-hygiene procedure:

- Cleaning will not take place in customers’ presence.
- Rooms will be appropriately ventilated by opening windows.
- A predetermined order for cleaning will be followed to avoid cross contamination.
- Disinfectant products authorized by the Ministry of Health will be used, as well as cleaning materials which are duly disinfected in a hot wash cycle.
- Cleaning materials will not be re-used in other rooms.
- The rooms that are delivered to the clients will not been occupied in the previous 48 hours.

In the cleaning exit units, apart from what is included in the previous section, all objects which may come into contact with a customer will be carefully disinfected.
Restaurant – Breakfast Service

✓ Compliance with the **maximum capacity established will be ensured** at all times.
✓ **Clients must disinfect their hands** at the entrance to the restaurant.
✓ Food service will be served in the following way:
  • Clients will be escorted to the table assigned by the staff, who will inform you of the product offer.
  • A buffet breakfast assisted by the staff will be served.
  • Tables and chairs will be disinfected after each use and positioned to respect social distancing, this arrangement cannot be altered.
✓ **Children under 14** must always be accompanied by their parents or guardians.
Restaurant – Lunch/Dinner Service

- Compliance with the **máximum capacity established will be ensured** at all times.
- **Clients must disinfect their hands** at the entrance to the restaurant.
- Food service will be served in the following way:
  - Clients will be escorted to the table assigned by the staff, who will inform you of the product offer.
  - One member of the staff will take command of dished and drinks.
  - And will serve you the meals at the table.
- The hotel **will also have a Snack Bar service** in which the procedure described above is followed.
- **Children under 14** must always be accompanied by their parents or guardians.
Room Service

✓ The staff will use hygienic masks when entering the room, both to serve and to withdraw the service. It is prohibited to leave crockery and food in the hallway.

✓ The service will be organized in such a way that is possible to maintain a distance of 1,5 meters with clients.

✓ The client must call by internal phone so that hotel staff can remove the room service.

✓ All the tableware material (including trays and hoods) will be sanitized using a dishwasher.
Bar - Cafés

- There will be **table service not bar service**.
- The bar-café will always be adjusted **subject to availability and hotel occupancy** to comply with health regulations.
- The **location and arrangement of tables and chairs** must be respected to guarantee limited capacity and social distancing.
- Children **under 14** must be accompanied by parents or guardians at all times.
- Depending on occupancy, the hotel **may set up a turn taking system**.
Pool and Sunloungers

✓ Use of pools:
  • Inside the pool social distancing rules are to be respected
  • Games are prohibited.
  • Children under 14 must be supervised by parents or guardians at all times.

✓ Sunloungers and outdoor terrace
  • Social distancing regulations are to be respected at all times.
  • Sunloungers are not to be moved from the designated area.
  • The use of towel is mandatory.
  • Sunloungers will be disinfected periodically.
Spa & Gym

✓ **Spa**
  - Entry time will be assigned to ensure compliance with the maximum capacity established and interpersonal distance.
  - Clients will need to change in their room.
  - The use of a bathrobe and/or towel is mandatory on sun loungers and heated couchers.
  - The protocol of uses of the facilities that will be provided at the entrance must be followed.

✓ **Cabin treatments**
  - The therapist will disinfect him/herself before and after treatment.
  - The bed will be covered with adequate hygienic material.
  - Utensils used will be duly disinfected after each use.

✓ **Gym**
  - Availability will be limited (capacity, times, equipment...) in accordance with current health regulations. Users will be informed of this before use.
CONTINGENCY PLAN FOR COVID-19

The Hotel Manager have a Management System which includes plans of action to follow in accordance with current health, labour and tourism regulations for the prevention and control of COVID-19 in all areas of the hotel, and especially for the suspected presence of possible cases.