



*Una família
al vostre servei*

Following the instructions of the Department of Health and the Ministry of Health, we have applied a series of preventive measures to minimise the risk of transmission and exposure to the SARS-CoV-2 virus, and to prevent the spread of COVID-19 disease.

We have implemented an action plan to protect both employees and customers, and to be able to carry out our activity safely:

1. Training of our team and updating of protocols
2. Providing employees with the necessary PPEs
3. Daily temperature control to all our employees
4. Adapting the cleaning and disinfection protocols to the new situation in all the departments
 - Hands hygiene and hydroalcoholic gel
 - Use of a face mask at different points in the facilities
 - Information posters and signage
 - Disinfection of surfaces
 - Disinfection of textiles
 - Reception of goods protocol and disinfection of the warehouse
5. Reception
 - Use of hydroalcoholic at the entrance
 - Security screen for document exchange and communication
 - Check in and signature of the responsible declaration by the client
 - Respect the established capacity and safety distance
 - Elimination of self-service brochures
 - One hygienic kit per person on arrival



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6. Rooms

- Each time a room is cleaned, it is also disinfected
- The welcome set has been removed (you can request what you require at reception)
- The desktop bin has been removed
- Pillows and blankets can be requested at reception

7. Restaurant, bar and terraces

- Shifts and assigned table following the instructions from the hotel staff
- The breakfast buffet will be assisted
- Respect capacity, safety distance and traffic
- Disinfection of chairs and change of tablecloth after each client

8. Swimming pool

- Relocation of tables and sunbeds to ensure safety distance
- Check-in at reception before entering and after leaving the pool area
- Access and exit according to the indicated circuit
- Service closed for 30 minutes twice a day for general cleaning and disinfection
- Cleaning and disinfection of tables, chairs and sunbeds after each use

9. Common areas

- Obligation to wear a face mask when not going alone or family group in the lift, stairs, corridors, rooms, toilets, reception, and diving and sports storage areas.
- Follow the instructions of the staff and billboards

THANK YOU VERY MUCH FOR YOUR UNDERSTANDING AND COLLABORATION
WE ARE PREPARED, WE ARE WAITING FOR YOU