

HYGIENE PROTOCOLS

Due to the situation created by the expansion of Covid-19, hygiene measures have been strengthened in all work areas and internal cleaning and disinfection protocols have been developed based on the guidelines given in:

. *Mesures per a la reducció del contagi pel coronavirus SARS-CoV-2 de l'Institut per la Qualitat Turística Espanyola (ICTE)*

https://www.mincotur.gob.es/es-es/COVID-19/GuiasSectorTurismo/Guias_de_turismo.pdf

. *Covid-19. Guia de bones pràctiques per als establiments i treballadors del sector turístic del Ministeri de Sanitat.*

<https://www.mincotur.gob.es/es-es/gabineteprensa/notasprensa/2020/documents/nueva%20gu%C3%ADa%20de%20buenas%20pr%C3%A1cticas%20covid-19.pdf>

. *Recomanacions per a l'obertura de l'activitat en les piscines després de la crisi del CoVID-19 del Ministeri de Sanitat.*

<https://www.mincotur.gob.es/es-es/gabineteprensa/notasprensa/2020/documents/nueva%20gu%C3%ADa%20de%20buenas%20pr%C3%A1cticas%20covid-19.pdf>

A hydroalcoholic ice dispenser has been placed at the entrance of the hotel and in different passage areas so that the customer can use it whenever he wants.

In the elevator, everyone must be a member of the same family or group of friends. The use of ladders is recommended.

The client will be required to wear a mask as established by current regulations. People with respiratory problems, allergies or asthmatics who have a medical certificate are excluded from this obligation.

RECEPTION PROTOCOL

The reception is separated by a methacrylate screen. After registering and signing the responsible declaration document, we will give you the card for your room. Each object exchanged (key, pen, coins, banknotes ...) will be disinfected with hydroalcoholic solution.

PROTOCOL IN THE DINING ROOM

The breakfast buffet becomes a table service; you can choose anything you want to eat but a waiter will serve it to you at your table. The safety distance must be maintained in the breakfast room so shifts must be established; the tables and chairs have been redistributed and disinfected after each use.



LIMITED CAPACITY



ISOLATION AREAS



WE CLEAN AND DISINFECT THE CORRIDORS AND THE BUTTONS, RAILINGS AND HANDLES OF THE SHARED AREAS



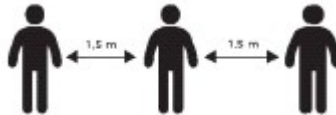
WE HAVE ROOM SERVICE AVAILABLE



CONSULT OUR WEBSITE FOR AVAILABLE SERVICES



WEAR YOUR FACE MASK WHILST BEING ATTENDED TO



OBSERVE SOCIAL DISTANCING



USE DISINFECTANT GEL



USE THE LIFT INDIVIDUALLY, IF POSSIBLE



GO TO THE WC INDIVIDUALLY



CHARGE IN ROOM ACCOUNT OR CREDIT CARD PAYMENT PREFERRED

COVID-19 your safety is everyone's safety

SECURITY RULES FOR RESTAURANT



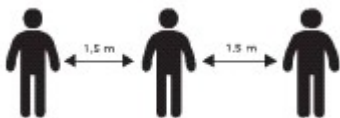
DINNING ROOMS AND TERRACES WITH LIMITED CAPACITY



WAIT TO BE SEATED
MAXIMUM OCCUPANCY OF 10 PEOPLE PER TABLE



CLEAN AND DISINFECT EACH TABLE BETWEEN CLIENTS AND WC PERIODICALLY



OBSERVE SOCIAL DISTANCING



WEAR YOUR FACE MASK WHEN YOU MOVE TO OR FROM TABLE



USE DISINFECTANT GEL



GO TO THE WC INDIVIDUALLY



CHARGE IN ROOM ACCOUNT OR CREDIT CARD PAYMENT PREFERRED

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