



COVID-19 Measures, Bahiazul Villas & Club

www.bahiazul.com



Bahiazul Villas & Club activates the measures to reduce hygienic-sanitary risks

We feel very lucky because in Fuerteventura certain restrictions have already been lifted thanks to an evolution so favorable of COVID-19.

We are preparing everything and happy that soon we will be able to receive you again so that you can enjoy all the charm of our natural environment, our impressive beaches and the service, comfort and the open spaces that our villas can offer you.

Our entire complex is an open environment and our villas have all the services you may need and offer you the most absolute privacy so you do not have to worry about common areas, elevators or corridors.

We closely follow all the measures that the official organisms establish to guarantee the safety of our clients as well as our collaborators and employees, and we have already activated the necessary security protocols.



Flexibility in your trips

Bahiazul Villas & Club has revised its reservation, stay and cancellation policies to adapt them to the current situación caused by the COVID-19 crisis, and to present a service of high flexibility in reservation options, ensuring your tranquility and comfort.

**Peace of mind
and confidence**

**Without
cancellation fees***



When managing your reservation, you should consider the following indications:

1. Government restrictions. While the state of alarm is in force, decreed by the Government of Spain, we will follow the legal framework set by the competent authorities to adapt our operations and perform them as quickly as possible.

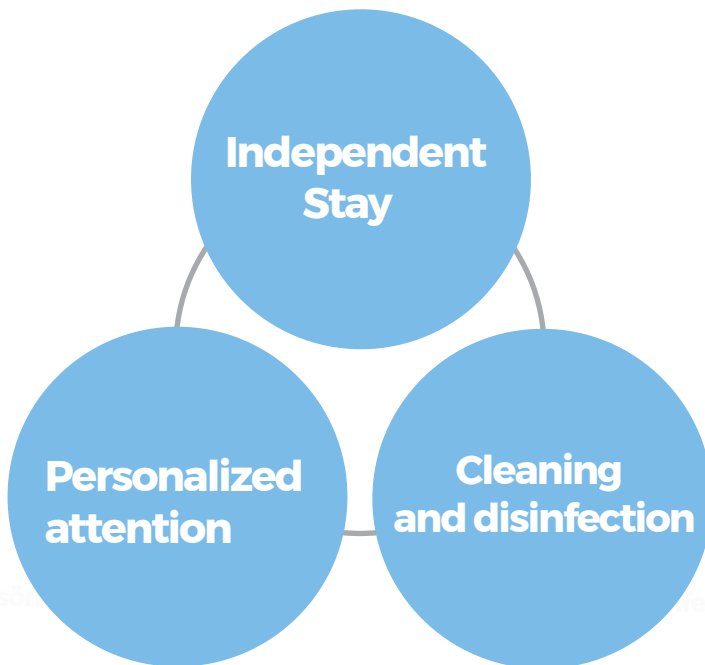
2. Existing reservations. In the event that your reservation coincides with the alert status and the closure of our facilities is still in force, please contact your tour operator or travel agency. If the reservation has been made through our website, do not hesitate to contact our Customer Assistance team, who will help you modify your reservation, as long as the change is made up to 48 hours before the arrival date. You can write to us at booking@bahiazul.com.

3. New Reservations. Any new bookings you make, even those described as 'non-refundable', will be closely followed by our team. Changes to government guidelines occur daily, so your reservation may be affected.



NO CANCELLATION FEES until 14 days before arrival. From the 13 days prior to the date of entry, the 30% deposit will be valid for a new reservation until December 31st 2020.

Unique experience guaranteed



Independent stay

Our commitment to your health and safety and our staff is our highest priority. Thanks to the distribution model of our facilities, you can enjoy a vacation with complete peace of mind and security, without the need to use common spaces.

All our villas have open spaces, an equipped kitchen, pool and Jacuzzi for each guest to use.

To guarantee the safety and well-being of our guests, we have thoroughly cleaned and disinfected the entire Resort.

Personalized attention

In order to guarantee the safety and tranquility of our clients, we have implemented the following measures and protocols:

- ▶ We are continuously available to provide any information.
- ▶ The appropriate physical distance measures have been taken in common spaces.



- ▶ Hydroalcohol gel dispensers have been made available to customers, distributed throughout the facilities.
- ▶ We have medical service that can visit each guest who requests it in the villas.
- ▶ A Qr code system has been implemented in all facilities to consult any information about the services we offer and thus avoid paper handling.

Cleaning and disinfection

Preventive hygiene and disinfection measures for villas and common areas have been reinforced, following strict control standards and modifying the established security protocols.



Maintenance: Maintenance staff will enter the room when guests are not present, using protective gloves and mask equipment.



Pisos: The staff performs cleaning and disinfection in all rooms of the villa using the protective equipment for gloves and mask.



Laundry: Dirty textiles are collected and placed in a closed bag until they are treated in the laundry where they are washed at temperatures above (+60°C).

Hygienic preventive measures in common areas

Appropriate physical distance measures have been taken in common spaces and the capacity allowed in each area.



Restaurant: cleaning and disinfection protocols are used in furniture, utensils and bathrooms before and after each breakfast and dinner service. Room staff use appropriate protective equipment.



Fitness club: Cleaning and disinfection protocols are used on machines and elements after each use. The use of towels is recommended and a deposit will be made for them.



Spa: The maintenance programs of the water circuit area are kept unchanged following the ordinary rules. Department staff wear protective gloves and mask.

Hygienic preventive measures in our villas

1. The villas are sanitized with highly effective virus fighting products.
2. The areas outside the pool are cleaned and disinfected as well as the surroundings, the shower, solarium and stairs.
3. Swimming pool parameters are regularly measured and adjusted according to ordinary regulations.
4. We treat upholstery of sofas and armchairs in the outdoor area by spraying disinfectant products.

Hygienic preventive measures for guests

We recommend following the guidelines indicated throughout the stay:





Use a mask if you are going to use the common areas or have contact with other people and it is not possible to maintain the recommended safety distance.



Regularly wash your hands with soap and water for at least 20 seconds and disinfect personal items such as cards, money, pens and mobile phones.



Maintain the recommended safety distance of 2 meters, between people who are in common spaces such as reception, restaurant, fitness club and spa.

Hygienic and training measures for employees

1. All employees have been trained to comply with the standards and measures established for the new normal.
2. The temperature will be taken and a daily record will be kept of all employees.
3. All employees will use the appropriate protective equipment according to department such as gloves and masks. In case of having to perform a service with a guest present, a mask will be provided.
4. Disinfectant dispensers are available in each work area for regular use.
5. All employees must know and understand the rules of action for possible positive cases of COVID-19 in the establishment and carry out the protocol for employees and guests until the health services make an assessment and take the appropriate measures.

