

**AMOHOTELS**



**Safety  
First**

**Feel Safe at AMO Hotels**

Benalmadena Palace and SENTIDO Benalmadena Beach present

## ***AMO Hotels Safety First***

a differential quality commitment that acts under a single message:

*"At AMO Hotels you can feel safe"*

and it shows the target of  
the chain which is providing trust through the care and well-being of its employees and  
guests, while respecting the type of stay each  
of them wish to have.

AMO Hotels Safety First encompasses all measures that the  
hotel chain AMO Hotels had already developed and implemented during its sixteen years  
track record of hygiene, sustainability, social engagement, technology, and well-being  
of the guest, and all those others that are now being implemented to respond to the  
current situation with the aim of providing maximum confidence.

**AMOHOTELS**



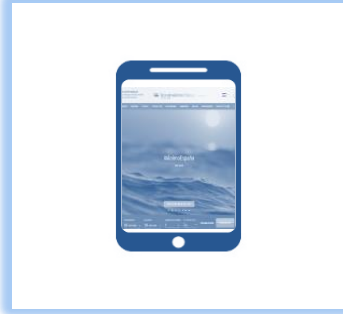
**Safety  
First**

# 10 reasons to spend your holiday with us and feel totally SAFE



## QUALITY

*More than 17 years of experience in customer service.*



## CUSTOMER WEB MOBILE

*You Will be able to make your Check-In and manage your reservation and stay easily from your own mobile phone:*

*[Go to CWM](#)*



## CONFIDENCE AND TRANQUILLITY

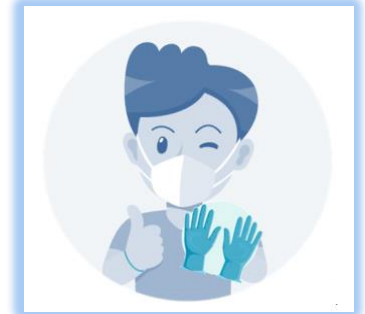
*Healthcare collaboration with XANIT International Hospital, ARAG and Seguro Turístico Andalucía. New FREE HEALTH INSURANCE that protects all our guests against COVID-19.*

*\*More information on pages 8 and 9.*



## ADAPTED BUFFET

*The best quality, having even more live cooking and adapted protocols following the latest COVID guidelines.*



## PROFESSIONALISM

*Qualified, trained and protected professionals, without losing our familiar treatment that characterizes us.*



## SAFE ANIMATION

*Enjoy our activities in small groups and mostly outdoor, But with the same FUN as always!*



## BARS & RESTAURANT

*Adapted with digital cards, safety distance, and new cleaning & disinfection protocols.*



## POOLS

*Enjoy our pools safely. Controlled safety distance between sunbeds.*



## SAFETY

*We are certified with all official institutions and have obtained their POST-COVID seals.*



## BENY'S CLUB

*With capacity control and even more outdoor activities, we will keep your kids enjoying with BENY safely.*



## ICTE - safe tourism

We have obtained the official certificate of the **Spanish Tourist Quality Institute by the OCA certifier**

### Safe Tourism

(c) certification of implementation of the **Health Risk Prevention System** against Covid-19.



## Andalucía segura



## Andalucía segura

Both Hotels comply with the security measures on Covid-19, to give all our guests, the guarantee of compliance with the rules of the World Health Organization.



CERTIFICADORA ACREDITADA POR ENAC

## OCA ISO 9001 - ISO14001

Every year we are certified with the OCA for ISO 9001 and ISO 14001 seals.



## Winterhalter

Our restaurant dishwashers and bars are certified with the best Winterhalter quality.

## Q of Quality



For 16 years we have been certified every year with "Q of Tourist Quality"

The most important seal of quality in Spanish tourism.



## Travelife GOLD

Our hotels are certified with the seal of the leading international company **Travelife GOLD** for Sustainability.

AMO Hotels has decided **to maintain the quality buffet** that is so successful but has **strengthened its safety** by creating itineraries that avoid **agglomerations**, encouraging live **cooking**. In addition, the **temperature monitoring of the buffets will be more frequent, single-use tablecloths and napkins** are used and changed with each customer, and the counters will be mounted on the table. Finally, customers in the buffet area must wear a mask and should kindly occupy the seats assigned to them at the entrance respecting passing areas at all time.

Some of these measures also apply at other catering points such as bars.

- ❖ **Disinfection of** tables and chairs after every use.
- ❖ Disposable tablecloths and **napkins**.
- ❖ Counters placed on tables **by staff**.
- ❖ **Safety distance** between tables.
- ❖ Replacing menus with QR code **and**
- ❖ **Informational screens**.
- ❖ **Disinfectant gel** available.
- ❖ Protected **pre portioned plates** and **Show Cooking**.
- ❖ Drinks will be **served at the table**.
- ❖ **Hot** and **cold** buffet temperature control.  
(Cold <8° & Hot >60°)
- ❖ The staff will always attend with **facemasks**.
- ❖ All dishes will be washed **at more than 60°**.
- ❖ The capacity of the restaurant will be **4 people per 10m²**.
- ❖ In the restaurant there will be **explanatory notes** and the hotel's **code of conduct**.
- ❖ If the situation requires it, your time of service must be booked in advance on reception.
- ❖ Wearing **masks when going to the buffet**.
- ❖ Installation of **protective screens** on our bars and counters.

At AMO Hotels the **health and well-being** of our guests, are our top **priority**.

Due to the new needs caused by COVID-19, we have increased  
**safety and hygiene measures of our existing certified protocols.**

This way you can continue to enjoy your holiday without worries and with maximum tranquility.

- ❖ All cleaning staff **will wear mask** always.
- ❖ Cleaning will preferably be done when guests are not inside the room.
- ❖ The rooms are **aired** at least **20 minutes per** day.
- ❖ The **materials** used to clean and disinfect Will be **disposable** and **changed** daily.
- ❖ **Cleaning of frequently used objects** like knobs, phones, elevator buttons, railings, etc. **will be enhanced.**
- ❖ Common bathrooms will be cleaned at least **6 times a day**, however it is recommended to use the bathrooms in the rooms.
- ❖ Cleaning and effective disinfection against **Covid-19.**
- ❖ The buffet area will be cleaned and disinfected **every 30 minutes.**
- ❖ Items such as cutlery and TV controls will be always **disinfected and protected.**
- ❖ We establish **preventive measures** in our **laundry**, such as a one-way sense.
- ❖ You decide whether you prefer **daily cleaning** or not.



The situation caused by COVID-19 requires implementing **new utilities** and count with the help of **new technologies** for **risk reduction**. At AMO Hotels we are committed to automatize **processes** to reduce contact between each guest and between employees and guests, **without losing the personal treatment that characterizes us.**

To ensure that, we **created our new system CWM** and the following safety protocols:

- ❖ **Online Check-In** available for all bookings with our new **CUSTOMER WEB MOBILE**, where you can manage everything about your reservation and stay easily from your own mobile phone. [\(go to CWM\)](#)
- ❖ Upon arrival at the hotel, you **only** need to identify, and our reception team will have your room **card disinfected** and prepared for you.
- ❖ The reception staff will take care of appropriate security measures.
- ❖ Separation **screens** have been installed on the counter.
- ❖ In the **elevators, maximum occupancy will** be limited to *Same family unit preference* / sharing room.
- ❖ In the Lobby, there is a **safety distance of 1.5 to 2m** between each group of chairs/sofas.
- ❖ Make use of the hotel's new official **APP/CWM** or simply by scanning the **QR codes** to get all kinds of information.
- ❖ The bins will be opened **non-manual and with double bag.**
- ❖ The **temperature** of customers will be taken check-in, **always with your permission.**
- ❖ For customers who show compatible symptoms for COVID-19 the **specific protocol** will be applied
- ❖ Placing a **container on reception to deposit** used keycards.
- ❖ "**Contact-less**" payments will be **preferred.**

For years now, AMO Hotels stands out for its great offer and variety of activities **and**

**Shows** 100% adapted to our international audience.

In addition, in the Hotel Benalmadena Palace the Miniclub with our pet **BENY** and its incomparable opening **hours** has been established as one of the most valued points **among families** who visit us year after year.

Our main goal remains to produce **smiles, friendship, and great entertainment** for our adults and especially for our **little ones**, respecting the new needs and regulations.

- ❖ Small **groups for activities** of up to 8 adults or children respecting the safety distance.
- ❖ The professionally trained animation team will carry **masks** and use protective elements.
- ❖ Wherever possible, activities will be carried out **outdoor** and avoiding the exchange of objects.
- ❖ The material will be **disinfected** before and after each activity.
- ❖ All information will be available on screens, signage and now also in **our new CWM/APP**.
- ❖ In the fitness room and in the gym, **there will be limited capacity** to secure **the safety distance**
- ❖ All entertainers and children in our Mini-club should **wash/disinfect their hands every 60min**.
- ❖ In our bars and our Shows, we respect **the safety distance**.
- ❖ We will have "**disinfection stations**" in our Miniclub, gym, fitness room and in pool area.



Enjoy **all the leisure in our swimming pools**. We have an **outdoor swimming pool for adults**, another **children's pool** also outdoors, **heated pool and jacuzzi**.

All these facilities **will be open** to the public with their **usual opening times**.

We have established the **necessary protocols** to ensure the safety of their use.

Following the official rules of the “Junta de Andalucía” and the recommendations of AEHCOS, **the use of a facemask will be mandatory, always when guests leave their sunbeds to walk to the bars, toilets or to their room.**

While staying at your group of sunbeds or being in the pool, **it is not necessary to wear a facemask.**

- ❖ Traffic will be directed in one direction.
- ❖ Implementation of "Disinfection stations".
- ❖ Distance of 2m between each "group" of sunbeds.
- ❖ The sunbeds will be disinfected at least 3 times a day.
- ❖ The disinfection of critic points, such as railings, stairs, accesses, etc. will be intensified
- ❖ The massage therapist will always attend you wearing a facemask.
- ❖ The jacuzzi, sauna & Turkish bath can only be accesses by people of the same family at a time.
- ❖ It is recommended to reduce the use of Changing room by already access to the pools waring swimming clothes.
- ❖ Drinks such as tea or coffee in areas of treatments will always be served in disposable cups.

## Guía de buenas prácticas higiénicas

### Good-higiene habit guideline



Cubra su boca y nariz al toser haciendo uso de pañuelos de papel.  
*Cover your mouth and nose when coughing, using paper tissues.*



Tires los pañuelos a la basura.  
*Throw the tissues in the bin.*



Si no tiene pañuelos de papel, tosa y estornude sobre su manga.  
*If you don't have tissues, cough and sneeze into your armsleeve.*



Evite pagar en efectivo.  
*Avoid paying in cash.*



Evite tocarse con las manos los ojos, la nariz y la boca.  
*Avoid touching your eyes, nose, and mouth with your hands.*



Evite saludar dando la mano o besos.  
*Avoid greeting by shaking hands or kissing.*



Lávese las manos frecuentemente.  
*Wash your hands frequently.*



Mantenga el distanciamiento.  
*Keep the safety distance.*



No comparta objetos personales, de higiene o aseo.  
*Do not share personal, hygienic or grooming items.*



Mantenga ventilada su habitación.  
*Keep your room ventilated.*



Uso de mascarilla en zonas comunes.  
*Wear a mask in public areas of the hotel.*



Ante cualquier síntoma o duda, contacte con nuestra Recepción, disponible 24 horas al día.  
*If you have any symptoms or doubts, contact our Reception, available 24 hours a day.*

Rogamos tomen en cuenta estos consejos para asegurar la salud de todos los huéspedes y trabajadores del hotel.

Gracias por su colaboración.

Please take good note of these guidelines for insuring the good health of all guests and employees in the hotel.

Thank you for your collaboration.

For years we have been collaborating with XANIT International Hospital, to provide the best medical care to our guests. Two months ago, we have extended this agreement and now it will be possible for all our guests to come XANIT to perform any type of test for COVID-19 at any time of your stay.

*These are your options:*

## The agreement.

D. Jose Antonio Ródenas Biel, con D.N.I. 25714926Y en su calidad de Director Gerente de Vithas Sanidad Málaga Internacional S.L. (del Hospital Vithas Xanit Internacional de Benalmádena), sito en Avenida de los Argonautas s/n de Benalmádena, manifiesta que:

Los hoteles Benalmádena Beach y Benalmádena Palace, sitos en el municipio de Benalmádena, tiene firmado contrato de colaboración con dicho hospital, mediante el cual se regula, entre otras, que dicho hospital provee de atención médica a domicilio y de ambulancia para los clientes de dichos establecimientos hoteleros, que dicho hospital es el centro de referencia para atención hospitalario de dichos clientes, excepto voluntad expresa de dichos clientes de recibir asistencia por otro servicio médico o en otro centro hospitalario, ya sea público o privado. Igualmente manifiesta que Vithas Sanidad Málaga Internacional S.L. (el Hospital Vithas Xanit Internacional) es un hospital de especialidades médico-quirúrgico, que tiene implantados todos los protocolos de seguridad conforme a la legislación vigente, que está acreditado por la agencia de calidad JCI (Joint Commission International), y que está preparado para atender a pacientes con sospecha de padecer o que padezcan infección por Virus SARS – COV-2.

Para que así conste a los efectos oportunos, firmo este documento en Benalmádena a 15 de junio de 2020.



**vithas**  
VITHAS SANIDAD MÁLAGA INTERNACIONAL S.L.  
C.I.F.: B-14.708.845

Don José Antonio Ródenas Biel  
Director Gerente  
Vithas Sanidad Málaga Internacional S.L.  
Hospital Vithas Xanit Internacional

## Quick result diagnostics

- **Antibody determination test (IgM-IgG)** against the SARS-Covid-19 virus using the quantitative C Immunoassay technique, so that they can know if you have had contact with the virus asymptotically, and your health status in the face of possible contagion. IgM antibodies are markers of recent infection and have similar useful characteristics. Both are early markers and are detected in 90% of cases between days 4 and 7 of infection, and progressively increase their blood levels until day 14, then begin to decrease. IgG antibodies are detected a little later (average established on day 8 from the start of infection) and increase progressively over about 3 weeks. **50€**
- **PCR Test (results within 4 hours): 100€**
- **Quick COVID Antigen Test: 45€**
- **POSTVACCINE antibody determination test** using the quantitative C Immunoassay technique: **30€**

## Full Exam

### FULL COVID EXAM – 175€

With a specialist doctor, in addition to a physical exam you will perform the following tests:

1. Performing clinical analysis: blood count, glucose, urea, creatinine, GOT, GPT, LDH, Ferritin and D dimer.
2. Electrocardiogram.
3. Covid-19 serology (IgG and IgM quantitative immunoassay technique).
4. This technique is not a quick test and its sensitivity and specificity of IgG + IgM antibodies combined is close to 100%
5. In patients who have been covid-19 positive, a radiography of Thorax (120€ additional)

# FREE medical insurance

We are pleased to announce that both hotels,  
Hotel SENTIDO Benalmadena Beach and Hotel Benalmadena Palace,  
will offer free health insurance on all bookings to protect our guests against COVID-19 or any other  
illnesses that have occurred after the start of the trip.

This initiative that we put in place is another way  
to prove our firm commitment of providing the maximum guarantees of safety to  
our guests during their stay in our hotels.



\*See insurance conditions and coverage by clicking on the logos.

**In short,  
with AMO Hotels Safety First for our Hotels Benalmadena Palace and SENTIDO Benalmadena Beach  
we bring together all the services destined for the well-being  
of our guests, customers and employees.  
Betting on continuing to provide the best travel experience  
complying with national and international certifications  
against the Covid-19.**

**AMOHOTELS**



**Safety  
First**