

SAFE HOTEL WITH GAVIMAR

COVID-19 PREVENTION MEASURES UPDATED JUNE 24, 2020

WE ARE REOPENING THE GAVIMAR ARIEL CHICO AND THE
GAVIMAR CALA GRAN HOTELS NEXT
JULY 17TH 2020

We are looking forward to welcoming you again very soon!

Given the extraordinary situation created by Covid-19, *Gavimar Hotels* has devised an operational transformation based on the following premises:

- Enhancing Health and Safety measures.
- Applying the convenient measures to ensure any necessary physical distance is observed.
- Simplifying and digitalizing operational processes.

Based on these principles and, in order to secure the opening and daily operative of our hotels within a framework of confidence and safety, we have implemented the highest health and safety standards under the **SAFE HOTEL WITH GAVIMAR** programme, guaranteeing the quality of protocols and compliance with their implementation in Gavimar Hotels.

We have intensified the cleaning processes, modified spaces to guarantee physical distancing, and redesigned the processes to give more prominence to digital solutions.

Pre-arrival information.

This information will be available and updated on our website.

New signage system.

A new signage system to inform customers and indicate how spaces will be used and the need for social distancing.

Protective screens.

Installation of protective screens in reception and in the dining room services.

Capacity reduction.

Space management has been implemented to reduce capacity in restaurants, meeting rooms and swimming pools and manage bookings to guarantee physical distancing and personal space.

Buffet modification: single-touch system.

Buffets adapted to a single-touch format, with our expert chefs directly serving customers a wide range of different dishes. Aiming to optimise the flow of customers and reduce food handling.

New takeaway-meal service

A takeaway service allows customers to enjoy their food wherever they wish (beach, room, etc.).

Hygiene certification.

A renowned certification company will certify the hygiene, disinfection and quality standards in all operational processes.

Digital concierge.

Digital concierge through WhatsApp for individual and group customer service.

New cleaning equipment.

New cleaning and disinfection protocols, including new cleaning equipment and products to be used during the whole stay.

Personal Protective Equipment

Specific personal protective equipment (PPE) and hygiene equipment. Training in food hygiene and health standards prior to opening for all employees.

Seals on areas and articles.

After disinfection of rooms and meeting rooms, some items will be sealed.

Safe hotel manager.

A manager is appointed in each hotel to guarantee the implementation of the *Safe Hotel with Gavimar* programme.

Laundry procedures.

A protocol has been defined for laundries for washing and collecting linen during the stay and after the customer's departure to avoid contamination.

Elimination of paper/waste bin.

All paper and stationery in the room will be eliminated and a digital directory installed on the TV. The bathroom waste bin will remain and must have a lid, double bag and non-manual opening system.

Dispensers and prevention kit.

Hydroalcoholic solution dispensers for hand cleaning will be placed in public areas. Customers may also buy a prevention kit (masks, gloves and gel).

Elimination of items that are dry cleaned.

Decorative items that do not comply with new cleaning protocols (washing at more than 60°) will be removed, i.e: cushions, plaid, etc.

Special prevention plan.

We have revised and adapted our prevention and maintenance plan

HACCP System.

Hazard Analysis and Critical Control Points system updated and certified for the Covid-19 context.

External highly credited counselling.

We have at our disposal the counselling of qualified companies of recognized international prestige to create and supervise the roadmap and apply the recommendation of the World Health Organization, together with the standards established by the national and regional authorities.



RECEPTION

- Physical distancing conveniently observed during the check-in and out process, reducing unnecessary paperwork.
- All shared objects as counters, dataphones, etc. will be disinfected after each use.
- Hand disinfecting hydroalcoholic gel at guests disposal through out all communal areas..



ROOM

- A safe space where cleaning and disinfecting have been intensified, sealing some elements to guarantee their set-up.
- All our room locks have been digitalized in order to facilitate check in process and minimize physical contact with the room lock.
- The daily room cleaning service will be kept within the established hours, as long as the guest is outside the room.
- Irons, and other facilities not anchored will be on request.
- Elements considered non-essential ornaments will be removed.
- Blankets, additional pillows, etc, will be available on request.



RESTAURANTS AND BARS

- Physical distancing in the dining room and compliance with the regulations regarding distance between clients and employees will be ensured.
- Buffet breakfast, lunch and dinner, single touch format, where you will enjoy the variety of food reinforced on demand through live cooking with our expert chefs and waiters directly serving guests a widely range of dishes aiming to optimize the flow of costumers and reduce food handling.
- Take away-meal service allows customers to enjoy their food wherever their wish (beach, room, etc).
- All-inclusive guests will continue to enjoy unlimited consumption within established hours.



SWIMMING POOLS

- Keep enjoying a good dip in our pools. To make this possible, we have adapted by modifying the assemblies so that at all times we maintain the safety distance between the different groups of people.
- All processes related to the management and maintenance of recreational water are applied, as well as those specific to cleaning and disinfecting both the areas outside the pool, as well as the surroundings, shower and staircase.
- Daily disinfected sunbeds. Our staff will monitor and supervise the rules of established physical distancing, currently fixed at **1,5 mts.**
- The use of elements that may come into contact with other clients: Balls, mats, pool noodles, toys or sports elements of any kind will not be allowed. Both in the pools and on the terraces.



ACTIVITIES AND ENTERTAINMENT

- It's time for fun! That is why we have planned a varied program adapted to physical distancing, with which you can continue enjoying activities with maximum safety for children and adults.
- The Children's Entertainment Service will be offered through a program in which the safety distance is guaranteed, and always in outdoor spaces, avoiding contact games or those that require sharing objects.
- Our entertainers will have as an essential requirement the thorough washing and sanitizing of hands at the beginning and end of activities.
- Workshops and classes: outdoor activities will be promoted and the assemblies will be designed favoring social distance.
- Performances: They will be done outdoors, whenever possible, or marking the gauging and assemblies with the safety distance.
- You can find information about all the activities in the information panels distributed by the hotel.



GYM AND SPA

- Enjoy our facilities by working out in the gym or relaxing in the spa.
- As long as we can guarantee the safety of the facilities, we will continue to offer the services of a gym, sauna, Turkish bath, showers, changing rooms and toilets.
- The spa services will have a reduced list of treatments adapted to this new situation and can be enjoyed through reservation.



PUBLIC AREAS

- Signaling systems to guarantee a correct flow of the groups and the distance between them and other customers.
- Presence of sanitary gels in strategic places, hygienic information and recommendations and separation or protection screens in necessary places or occasions.
- Redistribution of furniture in the different common spaces.
- Gel dispensers at the entrance of bars and restaurant and in common areas and restrooms.
- Reinforced disinfection and cleaning protocols will be established, with special emphasis on points of frequent contact: switches, knobs, taps, buttons, etc.
- All ornamental plants will be removed, as well as those decorative elements and furniture whose purpose is merely decorative in order to eliminate possible sources of infection.
- All rooms will be ventilated regularly and long enough for the renewal of the indoor air.

