

# 2020 SAFETY AND HYGIENE PROTOCOL



Our team applies security and hygiene measures to offer you the best holidays. We detail part of the actions carried out, according to the indications of the Ministry of Health and specialized companies.



## Your safety and health, is that of us

### SAFETY AND HYGIENE

- Commissioning of all installations and machinery according to regulations.
- Prepared the Contingency Plan and the COVID 19 Action Protocols.
- Installation of protective partitions and hydroalcolic gel dispensers.
- Expansion of cleaning and disinfection activities, with control of records.
- Placement of informative posters, signalling.
- Hiring of external audits to guarantee the correct actions.
- Requirement of security protocols for all suppliers and companies.

### HOTEL TEAM

- All workers have completed the course "Informational and preventive aspects of SARS-CoV-2".
- Correct use of PPE, products and materials and continuous hygiene maintenance.
- Daily control of the health of our workers.
- Adaptation of the Safety and Hygiene Manual to the COVID regulations in all departments.



## Hotel services

### RECEPTION 24H

- Personalized information.
- Shift management and services respecting the capacity.
- Disinfection of the material after each use.

### ROOM CLEANING

- Special cleaning and disinfection with authorized virucidal products.
- Cleaning of lingerie with the UNE-EN-14065 certification on Biocontamination Control in textiles.
- Adaptation of furniture and decorative elements.
- Cleaning according to the preferences of the guest: daily cleaning, ventilation and replacement, punctual cleaning agreed.

### BAR AND RESTAURANT

- Disinfection of tables and chairs after each client.
- Limited capacity: organization of safety distances and routes.
- Assignment of tables and shifts.
- Hydrogel dispenser at the entrance and exit.
- Digitization of restaurant menus.

### BUFFET

- Buffet service assisted by staff.
- Protective screens in the exhibitor.
- Varied offer and elaboration of individual rations.

### KITCHEN

- Safety and hygiene systems updated by a specialized company, and periodic controls.
- Cooking at 70°. Cleaning cutlery and kitchenware at 80°.
- Control and cleaning of all deliveries and products.

### WATER AREA AND GYM

- The facilities and services of the water and gym areas will be closed to the public to guarantee the safety of customers and employees.

\* The applied measures may be altered in compliance with the modifications of the current regulations.