





## MARITIM HOTEL GALATZÓ GARANTIZA SU SEGURIDAD Y CONFORT

Guarantee the safety and comfort of our clients has always been a maxim in our hotel. Now more than ever it is our top priority. For this we have created a protocol whose objective is to guarantee the health and safety standards in our establishment and offer our guests a safe and comfortable stay.

In rigorous application of the recommendations of the Institute for Spanish Tourist Quality (ICTE) and the Ministry of Health of the Government of Spain for the prevention of Covid-19, we have introduced a set of hygienic-sanitary measures that include, among others, training certified by our employees, the use of personal protective equipment, intensive disinfection of facilities, redesign of public spaces and digitization of operations and services. Measures that guarantee social distancing and the safety of our clients.

Some measures may modify the usual offer of services of our hotel, but at Maritim Galatzó we maintain our vocation of service to offer our guests a pleasant stay, with the quality standards that distinguish our company, providing tailored solutions for a satisfactory experience, appealing to individual responsibility as an essential commitment in this new reality that we temporarily attend.





## WELCOME

The entrance to the hotel will be clean and safe, thanks to the use of disinfectant on doormats, doors and other access points. The elevators will be for individual use, for the exclusive use of each client and their companions.

Guests will find hydroalcoholic gel at their disposal in reception and other common areas, and they can purchase a mask at reception at any time.

Our staff will take care of disinfecting the handles of suitcases, backpacks and other items of luggage and will transport clean luggage to the door of the room, when luggage service is available at the hotel.

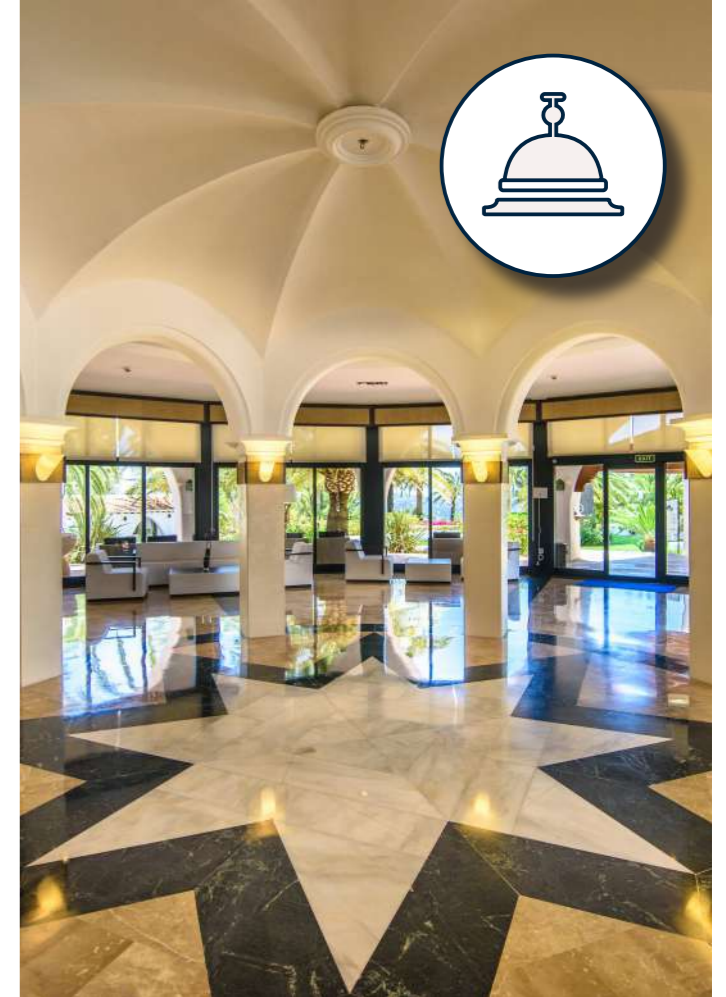
To deal with any eventuality, we will make available to guests a 24-hour medical service by calling the reception and with a doctor's assistance at the hotel for one hour a day.

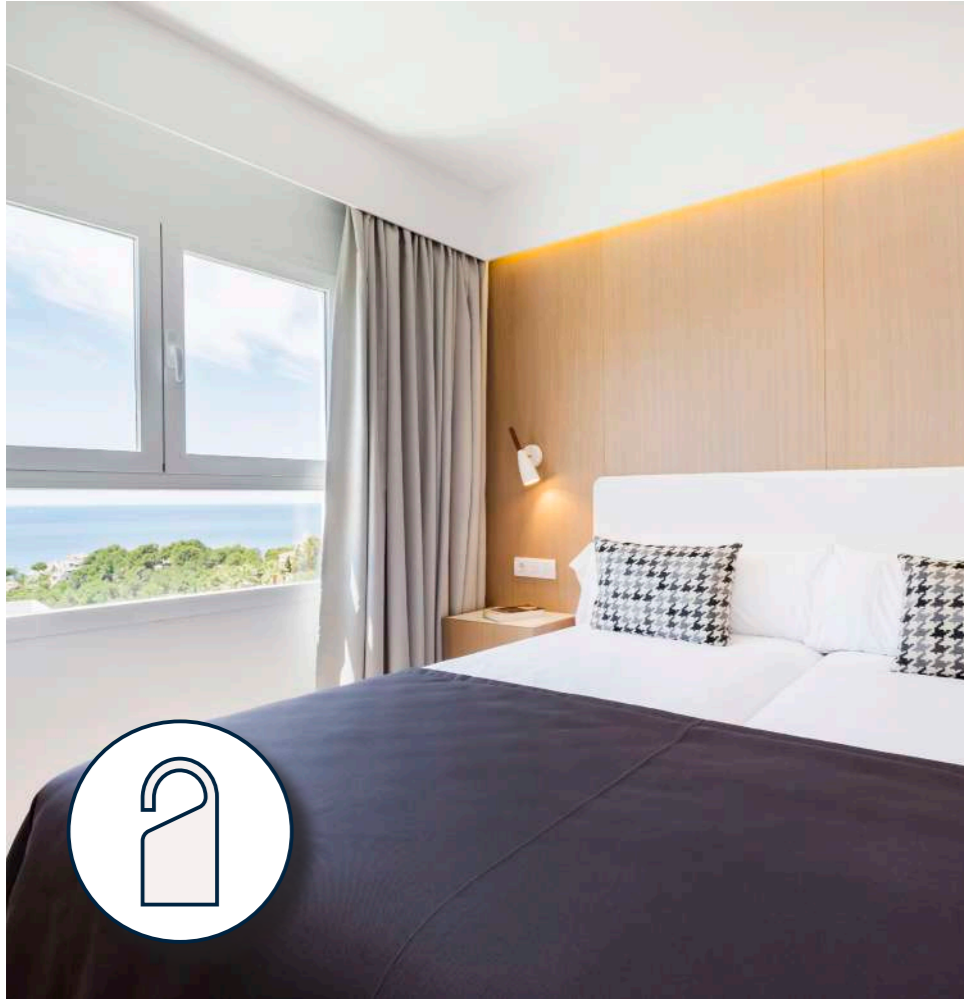
## CHECK-IN

If the check-in has not been done electronically, the reception team will do it diligently and, together with the registration documentation and the room key, our guests will be given a sheet with all the special security and hygiene measures. introduced into the hotel. This information will also be available in visible places in the hotel.

The reception team will provide all the necessary information that our guests should know, as well as information on the opening hours of the facilities and how to proceed in each case for their use and enjoyment. At this time, if you wish, you can book restaurant services, such as breakfast, lunch or dinner. They can also book a day and time for the hotel's gym and tennis courts.

Committed to collective safety from individual responsibility, our guests will be informed about rules of conduct and use of public spaces that must be observed during their stay. Our staff will be available at all times to answer any questions.





## ROOMS

In the rooms, an exhaustive cleaning system will be followed, guaranteeing a safe environment and the greatest comfort for our guests, who will be able to monitor the cleaning and the hygienic measures applied in their stay through a document that details how He has cleaned every object in the room. Temporarily, the rooms will dispense with superfluous decorative elements, such as rugs, etc.

Prior to arrival, we will notify our guests of their room number, which will be prepared for their use and enjoyment with all the hygienic guarantees, and will remain closed until the client opens it upon arrival.

## RESTAURANTS AND BARS

Our guests and clients will continue enjoying the gastronomy in our restaurants, with the quality of always and an excellent service, assuring the social distance.

Upon check-in, the hours of our restaurants will be provided and guests will reserve a closed schedule for their breakfasts, lunches and dinners during the stay, which will be served at the table by our room staff, prioritizing the use of tablecloths and napkins of paper and single-dose containers of sauces and other condiments. The tables will temporarily dispense with any decorative element.

Our bars remain open to the public. Customers can order at the bar, keeping the security distance, and enjoy their drink or snack in the lounge or on the outside terrace of the bar. As in restaurants, identical hygiene and social distancing measures are applied. In the Pool-Bar it will be essential to book.

Restaurant and bar menus will be disinfected after each use.





## SPA AND GYM

Relaxing and feeling good is possible thanks to our menu of outdoor wellness treatments.

All the material will be sterilized and our guests will decide when to enjoy the treatments by reserving them in advance.

Hygiene and social distancing measures will be applied in the gym and other sports facilities, allowing our guests to keep fit during the holidays and continue with their normal training rhythm with limited capacity.

## POOL

Our clients will be able to continue enjoying a refreshing swim in the pool and on sunny days. For this we have organized the hammocks in groups of two, guaranteeing the safety distance at all times and offering them a safe and pleasant environment.

Towels are essential in hammocks, which our guests will find at their disposal in the room or in our pool towel service.

The water, like the rest of the elements in the pool area, such as showers and Pool-Bar, will be properly treated, guaranteeing a safe bath with all the necessary hygienic measures.





## CHECK-OUT

Like the check-in, it will be carried out diligently and in an orderly manner, avoiding unnecessary queues and waiting and implementing telematic actions such as sending the invoice by email. In this way, our guests will only have to go through reception to return the key.

All devices used during the check-in and check-out process, such as dataphones and pens, will be disinfected after each use.

The keys can be deposited in a mailbox where it will be disinfected every day.

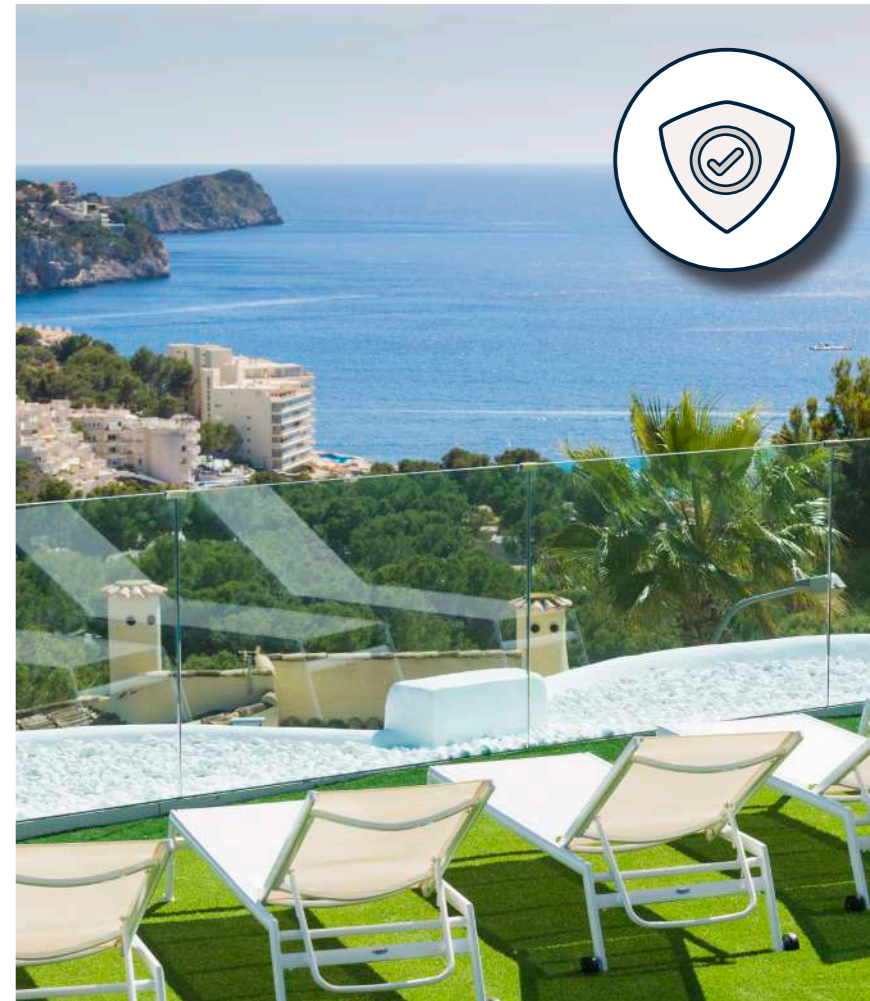
## DURING THE STAY

The safety of our guests is vital to our hotel. For this reason, at Maritim Galatzó we have activated all the necessary measures to make you feel safe and comfortable during your stay.

Measures that can alter the experience but that are necessary to guarantee social distancing and the well-being of all: clients and employees.

Thus, our staff, from all operational areas, has received certified training for the prevention of Covid-19 and diligent action in the event of any contingency, and will attend to clients at all times with personal protective equipment, avoiding physical contact, a obligation for all currently.

We wish to convey confidence and confidence, and may this unusual summer be a satisfying summer as well.





  
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