











IMPLEMENTED MEASURES COVID-19 Registration of "Clean & Safe" stamp

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**FRONT OF THE HOUSE**

1.  **Reservations**
  - Train Front/back office to answer to guests/travel agents/Tour operators about any questions of implemented health and safety measures
  - Follow cancellation policies defined by hotel or national legislation.
  - Encourage whenever possible guests to have early check in or late check out free of charge.
  - Inform guests before check in about implemented measures of covid-19
  - Ask documents to process check in before arrival



## 2. Before check in

- Whenever possible keep villa unoccupied for 24 hours between guests.
- Do not assign villa near each other's if not requested.



## 3. Check in

- Provide hand sanitizer in entrance (outside of reception).
- Provide shoe sanitizer carpet (before entering to reception)
- Checkup of body temperature on arrival with digital eye thermometer (all guests):

A guest with body temperature superior than 38°C need to be directed to isolation room (bedroom near the toilet) and contact local health services (SNS24 line).

- Only 1 person at reception with all documents, **COMPULSORY USE OF FACE MASK**
- 20 euros refundable deposit required for remote controls (air condition is not permitted by WHO) and key card
- Guests can send a photo of their documentations by email or WhatsApp or show them through acrylic protection (to avoid manual contact with documentation)  
INDIVIDUAL PROTECT EQUIPMENT; Provide a mask/hand sanitizer to guest if necessary (stock of individual protect equipment need to be equivalent of maximum capacity of hotel), extra fee
- Provide acrylic protection at the reception desk and mark floor to help to maintain social distance.
- Provide to guests a number of WhatsApp and address of email to encourage contact the reception instead of physical contact (as well by central telephone) for any information, requests to housekeeping, handyman's work, room service or reservations of excursions.

### SINGALING E INFORMATION

- Provide written information about the measures taken by the hotel with regard to COVID-19 at reception and in information board.
- Provide information on how to comply with basic infection prevention and control precautions in relation to the COVID-19 coronavirus outbreak.
- Do not provide welcome drink.

CONDUCT: Regulations of maintaining in public areas, housekeeping, laundry, timetable and reservation system in restaurant, bars and entertainment (if available) in many languages;

- Promote use of debit/credit card instead of cash;
- Disinfect pens after every use.

### INFORMATION:

- Cleaning process of villas and bath rooms;

DISINFECT PLAN; Deforced disinfect of public areas, specially door handles, desks, light switchers etc.

- Keep doors always open at reception/restaurant and bar
- Remove leaflets of excursions, books, magazines and newspapers.
- Information book of travel agent not allowed, only information board.
- Remove table and all the chairs at reception.
- Liquid soap and paper in all public toilets.



## 4. Villas

- Remove from villas:
  - Menus
  - Minimize decoration
- Reduce cleaning and change of linen (to avoid physical contact).
- Protect remote controls with plastic



a. Cleaning

- Put individual protect equipment before entering to guests' villas.
- Leave door and open windows, then close entrance door
- As changing bedlinen provoke aerosols; it is advisable to separate the two interventions: cleaning and linen (example: 2 different teams) and to allow a waiting time between these two tasks - respect a time, whenever possible, of at least 2-3 hours between removing sheets and bedding and towels and making the cleaning floors and surfaces.
- Undress the room, being careful not to shake bedlinen and towels or replace them near body. Remove bedlinen, wrapping them from the outside and put them in a bag, preferably closed.
- Disinfect villa from the furthest area to the area closest to the door and from top to bottom, leaving the bathroom to the end.
- Ensure the disinfection of all furniture, including critical equipment such as remote controls, telephones, switches, door handles, side tables and bedside tables, etc.
- Disinfect bathroom, with particular attention to taps, bathtub handles, countertops.
- Prefer wet cleaning instead of dry cleaning and using a vacuum cleaner
- Use cleaning cloths for single use, different and exclusive for the bedroom area and for the bathrooms;
- The bathroom cleaning bucket and mop must be different from the cleaning bucket and mop to be used in the room;
- The laundry must be washed at the highest temperature that it can withstand (depending on the thermoresistance) - heat disinfection cycle (at least 60°C for 30 minutes, or between 80-90°C, with 10 minutes of heat contact with the clothing);
- If the laundry cannot be washed hot, it must be washed in the machine at a temperature between 30-40°C and at a final disinfection cycle in the machine, with a disinfectant suitable for this type of laundry and compatibility with the machine.
- In the absence of a washing machine, pack clothes and put them in a waterproof bag, closing it tightly and taking it to the laundry and depositing the clothes directly into the machine;
- Washing the cushions whenever the customer changes.

a. Isolation area in case of suspect of contamination

- Bed room nearest to bath room in guest'villa for guests
- "Back office" back of reception to workers

b. Cleaning of the "isolation" room of the confirmed case (decontamination)

- In case of confirmed case, interdict the villa until the decontamination (cleaning and disinfection) is validated by the Local Health Authority.

In this situation, housekeeping should:

- Provide the cleaning and disinfection (decontamination) of the "isolation" area by 2 different teams:

o Dirty circuit - One for removing clothes;

o Clean circuit - One to perform cleaning.

- Undress the room, taking care not to shake clothes or replace them near your body. Remove the clothes, wrapping them from the outside and put them in an identified closed bag;
- Remove the curtains and send to laundry, including the bathroom curtain, if applicable;
- Pack the waste in a first closed bag, which must be packed in a second bag, identified as biological waste to be sent to a specialized company; • Ban the room for 2-3 hours;
- Disinfect the room & bath room/"back office".

## 5. F&B

Depending on the local context and instructions from national health authorities, it may be necessary to consider closing or limiting access to F&B (eg, only making services available to hotel guests).

- The condiment supports must be cleaned after the service.

### HYGIENIZATION PLAN

- The bucket and mop for the floor are usually reusable, so you must ensure that these devices are cleaned and disinfected at the end of each use. The bucket and mop must be distinguished by area. For example: the bucket and mop used in bathrooms, should not be used in eating areas, or in other public spaces.
- For the floor, the washing must be carried out with hot water and common detergent, followed by disinfection with a solution of bleach diluted in water. It is recommended that the cleaning frequency is at least twice a day.
- In sanitary facilities, washing should preferably be carried out with a product that contains detergent and disinfectant in its composition because it is easier to apply and disinfect. It is recommended that the frequency of cleaning the floor is at least 3 times a day.



#### a. Restaurant/bar

- Reduce the capacity of restaurants, to guarantee social distance.
- Make the slot reservation mandatory to avoid clusters.
- Provide hand sanitizer.
- Ensure the minimum contact / communication between the employee and the guest.
- Disinfect tables and chairs after use.
- Placement of menu boards/QR code.
- Promote the use of outdoor spaces.
- Keep fruits for drinks in a closed container.
- Use individual portions of sal, olive oil, ketchup etc.



#### b. Kitchen

- Reinforce hygiene, increasing the cleaning frequency, between each meal period.
- All packaged food and products must be cleaned or quarantined before entering the kitchen.

## 6. Leisure

Depending on the local context, hotel conditions and instructions from national health authorities, it may be necessary to consider closing or limiting recreational areas.



#### a. Swimming pool

- Compulsory use of shoes in showers, toilets and swimming pool area.
- 2 meters social distancing between sunbeds and inside of pool (except families/group staying in the same villas (up to 5 people).
- Encourage the use of towels when using sunbeds (rentable at reception).
- Swimming pool disinfection, chlorine at the highest possible level, within legal limits.
- Layouts not allowed.
- Disinfect sunbeds:
  - After every use
  - In the beginning of day.

#### b. Play ground

- Closed due governor restrictions



## 7. Check out

- 8 to 11 a.m. (Late check out, extra cost)
- Delivery of remote controls e key card
- Refund of 20 euros deposit
- Provide hand sanitizer.

## BACK OF THE HOUSE

### 8. Training and information

All Employees received specific information and / or training on:

- Internal protocol for the COVID-19 coronavirus outbreak.
- How to comply with basic infection prevention and control precautions for the COVID-19 coronavirus outbreak, including the procedures:
- hand hygiene: wash your hands frequently with soap and water for at least 20 seconds or use hand sanitizer that has at least 70° of alcohol, covering all surfaces of the hands and rubbing them until they are dry.
- respiratory tag: When coughing or sneezing cover your mouth and nose with your forearm or with tissue paper that should be placed immediately in the trash; avoid touching the eyes, nose and mouth with your hands.
- social conduct: change the frequency and form of contact between workers and between them and customers, avoiding (when possible) close contact, handshakes, kisses, shared jobs, face-to-face meetings and food sharing, utensils, glasses and towels.
- How to perform daily self-monitoring to assess fever, check for cough or difficulty breathing.
- How to comply with the guidelines of the Directorate-General for Health for cleaning surfaces and treating clothes in establishments.

### 9. Stock of cleaning and hygienic products

- Enough stock of cleaning materials for single use, including cleaning wipes for single use moistened with disinfectant, bleach and alcohol at 70°.
- Dispensers or refills of antiseptic alcohol-based solution or alcohol-based solution.
- Waste container with non-manual opening and plastic bag.
- Refills for hand washing with liquid soap and paper towels.