



## TAKING CARE OF OUR GUESTS

This specific protocol that we have prepared for your peace of mind is only a part of all the measures that Vincci Selección Aleya Hotel Boutique & Spa \*\*\*\*\* has developed and implemented since 2011 and all those that are now being implemented to respond to the current situation in order to guarantee your care and protection and provide you with the best ALEYSA experience.

Our commitments:

- ✓ **Security and control:** selection of certified suppliers, internal body temperature control, specialized hygiene and cleaning audits, new protocols for suppliers in the reception of products, redistribution and control of capacity to guarantee the safety distance in common spaces.
- ✓ **Work organization:** modification of hygiene and safety procedures, creation of specific protocols by departments, redesign of operations to improve safety, new specific signage: social distance, good practices and circulation of guests.
- ✓ **Protection:** protective measures (Individual protection equipment) for both guests and employees, provision of hygiene measures (disposal of disinfectant hand gel) in common areas, the use of masks in all common areas will be mandatory.
- ✓ **Information:** continuous update on COVID-19 and security, information and safety recommendations for guests and employees.
- ✓ **Cleaning and hygiene:**
  - Common areas: daily registration and increased frequency of cleaning and disinfection of bathrooms and common areas, use of new, safer and more hygienic materials.
  - Employees: sanitized uniforms & proper waste management.
  - Room: daily disinfection of textiles and facilities, adaptation of the service of amenities, permanent ventilation, decorative elements in the room will be adapted, personalized minibar and products of greater contact, such as a hairdryer, coffee maker and kettle, will be disinfected thoroughly.
- ✓ **Technology:** Digitization of the information to streamline processes, new communication channels such as WhatsApp and Vincci app to improve the experience and reduce contacts and risks.
- ✓ **Adaptation of the restaurant service:** operational reorganization, distribution and adaptation of spaces, "contact 0" service at the guest's choices, new presentation formats designed, exhaustive disinfection of kitchenware, material and tablecloths.

We are committed to your well-being; therefore, our exclusive services are still available:

- Exclusive access to the hydrothermal circuit at OSHUM SPA - prior reservation to guarantee minimum capacity and disinfection time.
- Parking and 24-hour valet service.
- Courtesy car - subject to availability
- Courtesy bikes
- Yoga and Pilates classes - upon availability
- Gym: available 24 hours, the use of a towel is mandatory and we request the disinfection of each machine after it's been used.

If you want to go to Epic Gym (in front of the hotel) we will provide free passes.

- Hammocks in Aleya pools and beach (summer season) - Redistributed to guarantee social distancing and continuous disinfection of items such as hammocks and umbrellas

\* Our services may be modified to ensure that the safety and hygiene measures implemented against the Covid-19 are fully effective.

#### **Protocol in case of Covid infection.**

- Please inform us if you detect any symptoms that may be related to the Covid infection.
- We have a designated and trained team that will pay the necessary attention to any suspicion of a possible contagion.
- We will use high security protection measures (gloves, masks and protective suits).
- Stay in isolation.
- We will contact and coordinate with the health authorities.
- Complete disinfection of the facility after suspicion of symptoms.