# Hygienic Health and Security Measures of the Hotel

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<th>Information</th>
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<tbody>
<tr>
<td>We have reduced the hotel's common areas capacity.</td>
<td>A new signage system has been established to facilitate your stay.</td>
<td>Our human team has received training in preventive measures against the COVID-19.</td>
<td>All of our employees have been provided with individual protective equipment.</td>
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<td>The elements that are provided to you such as keys, card holders, etc. have been disinfected after each use.</td>
<td>The use of elevators has been limited to, preferably, one person per trip or people from the same family per trip.</td>
<td>The luggage and bellboy service has evolved into a model with reinforced hygienic-sanitary measures.</td>
<td>Protection screens and disinfection points have been installed in our receptions.</td>
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<td>The furniture has been reorganized to guarantee the safety distance of 1.5m.</td>
<td>Service shifts have been established and opening hours have been extended.</td>
<td>The buffet has been developed to be assisted by our employees.</td>
<td>We guarantee the use of disinfectant gel at the entrance to restaurants and bars.</td>
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<td>A protocol has been developed to reinforce the cleaning and disinfection plan for our common areas and rooms.</td>
<td>Special equipment for cleaning and disinfecting rooms has been incorporated with authorized virucidal products.</td>
<td>Decorative and functional elements that can be dispensed with have been eliminated in order to reduce the risk of contagion.</td>
<td>All textiles are washed over 60°C and the laundry service has been readjusted for maximum prevention.</td>
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<td>The air conditioning, cooling and water circuits plan has been adapted for water and air quality.</td>
<td>The HACCP system (Hazard Analysis and Critical Control Points) has been updated.</td>
<td>The frequent circulation of fresh air in all rooms is favoured.</td>
<td>A new plan has been established to disinfect the sunbeds after each use.</td>
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<td>A special action plan has been developed for possible cases of symptoms or contagion.</td>
<td>We maintain uninterrupted contact with the official and the company's medical services.</td>
<td>If you present with possible COVID-19 symptoms, please do not leave your room and contact the front desk immediately.</td>
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In strict compliance with the recommendations by the WHO and local institutions, our Protocol of Hygiene and Safety Measures is verified and certified by leaders in quality, inspection, analysis and verification.
HOTEL SECURITY AND PROTECTION MEASURES

- Please respect the 1.5m safety distance with the people around you.
- Please put on your sanitary mask when required.
- Use the hydro alcoholic gel to disinfect your hands.
- Whenever possible wash your hands with soap and water.
- Cover your nose and mouth with a disposable tissue or use the inside of your elbow when sneezing or coughing.
- Wait to be attended in the guest’s common areas.
- Whenever possible use the stairs.
- Only use the lift alone or accompanied by people from your family unit.
- As a preferred method of payment, use a contactless credit card or mobile app.
- Please remember that it is possible that the use of face masks is mandatory by law in public spaces.