COVID-19 FREE

We care for your health and safety
Wir sorgen für Ihre Gesundheit und Sicherheit
Cuidamos su salud y seguridad.
01. TEAM AND COLLABORATORS:
- TRAINING AND UPDATING.
  Continuous training of all staff on the new protocols, with permanent updating
- HYGIENE PROTOCOLS. Previously established hygiene measures have been reinforced in all employee´s work areas. After each shift, a disinfection of each uniform. Frequent use of hydroalcoholic gel.
- HEALTH SURVEILLANCE. The body temperature of each employee will be measured. To ensure transit and personnel control, the only access to the establishment will be the main door. There will be no more open accesses to ensure control. All our personnel are properly trained in the measures indicated by the Ministry of Health.
- RECEIPT OF GOODS. Reinforcement of the merchandise protocol with disinfection and sanitation products.
- WAREHOUSES. Disinfection of goods and storage area after each deposit of the goods.
- LAUNDRY, the company in charge of cleaning the clothes has certified COVID FREE with their protocols, they are available to the guest who requests it.
• 02. RECEPTION:

○ CHECK-IN EXPRESS. Anticipation of the client's reservation data via our application, email and telephone to minimize contact and avoid paper deliveries.
○ DISINFECTION RUGS. Installation of disinfection rugs at the hotel entrances.
○ SCREENS AT HOTEL’S RECEPTION. Separation partitions and hydroalcoholic solution are installed.
○ KEY PROTOCOL AND SIGNATURE. Disinfection of objects such as pens, room or car keys and dataphones will be carried out after their exchange. An urn will be placed to deposit clients' keys after use and it will be disinfected after each shift.
○ SAFETY CORNER. We have included hydroalcoholic solution at the entrance to the hotel and for your peace of mind we will replace or keep the doors open as far as possible to avoid contact with knobs.
○ INFORMATION. Maps and tourist brochures will be provided through our application.
03. APARTAMENTS:

- **CLEANING AND DISINFECTION PROTOCOL.** Exceptional cleaning and disinfection protocols have been established for the rooms after the guests' departure, paying special attention to frequent contact items such as door knobs, television controls, etc. All rooms will undergo a treatment of the ventilation systems after each client has left and before the next one has entered.

- **TOWELS AND BEDDING.** The apartment will have the necessary clean bedding and towels, the client may request new towels through the application's chat.

- **NEW AMENITIES.** We have included safety amenities kits such as a mask, hydro alcohol gel.

- **POSTERS WITH PROTOCOLS.** In our application you can find informative material on good prevention practices to reduce the risk of infection and on hand hygiene.

- **DECORATION OF ROOMS.** Removal of expendable decorative elements.
04. FACILITIES AND COMMON SPACES OF THE HOTEL:

- **DISINFECTION PRIOR TO OPENING.** Days before the reopening of all our hotels, a total disinfection of all the surfaces of the hotel, both exterior and interior, will be carried out.
- **CLEANING AND DISINFECTION PROTOCOL.** The frequency of cleaning and disinfection in the common areas of hotels, reception desks, elevators, doors, bathrooms, etc. has been intensified. In elevators, there will be a gel dispenser and an indication of its use for safety, and a recommendation to use the stairs.
- **SAFETY CORNER.** We have included hydro-alcoholic solution and a glove dispenser at the entrance to the hotel and for your peace of mind we will replace or keep the doors open as far as possible to ensure proper ventilation.
05. SWIMMING POOL:

WATER TREATMENT. We have reinforced daily controls following the marked maintenance and cleaning protocol of all our facilities. The virus is not spread by swimming pool water, provided they are well treated with chlorine treatments.

- REDUCTION OF CAPACITY AND SCHEDULES OF THE POOL. The pool can be enjoyed within the defined access times, the capacity of the pool has been reduced.
- SEPARATION OF SUNBEDS. We have increased the solarium and enabled new rest areas to ensure that all our clients have enough space to relax and feel safe. We have increased the distance between sun loungers, in the pool and rest area, all garden furniture is continuously disinfected.
- SECURITY PROTOCOLS. The use of gloves and mask is mandatory for all cleaning staff. The maintenance staff will wear gloves and a mask to enter the apartments if the client requests their service.
- DISINFECTION AND CLEANING. Disinfection of sun loungers in the pool, solarium and common areas daily with biocides.
COVID-19
Disease caused by the SARS-CoV-2 virus

Novel coronavirus
Coronaviruses are viruses that circulate among animals but some of them are also known to affect humans. The 2019 novel coronavirus was identified in China at the end of 2019 and is a new strain that has not previously been seen in humans.

Prevention
When visiting affected areas
Avoid contact with sick people
Wash your hands with soap and water

Symptoms
FEVER
COUGH
DIFFICULTY BREATHING
MUSCLE PAIN
TIREDNESS

Transmission
VIA RESPIRATORY DROPLETS
2–14 days estimated incubation period