We increase your peace of mind

Training, a key factor

Continuous training on the new protocols is being provided to staff so that they can be prepared for any situation.

Improved staff policies have been applied within three main factors: personal hygiene, social distancing and use of PPE.

Medical support

Medical support is available for any situation.
We protect all areas

**Rooms**

The cleaning and disinfection procedures for all rooms have been improved with special attention being given to areas in contact with hands (railings, handles, TV remote controls/accessories, minibar, etc.).

Laundry will be washed with detergent and then dried at a temperature above 60°C.

Maintenance of air conditioning in rooms and common areas.

**MINI-FOGGER** is an ultrasonic nebulizer effective for sanitizing which is applied to the targeted area. The spray density typically being moderated by a manual valve to ensure the optimum effect. The fine fog can reach into corners and difficult areas and may also penetrate porous surfaces.

**Common areas**

Implementation of preventative measures at the hotel entrance.

The minimum distance between guests will be 1.5 metres.

Disinfectant hand gel dispensers are available throughout the area.

Indoor and outdoor common areas will be cleaned and disinfected periodically with special attention being given to areas in contact with hands (railings and handrails, lift buttons, etc.).
Constant ventilation protocols with natural air have been strengthened.

Compulsory use of face masks inside our facilities

Disinfecting carpets in all of our facilities

Hydroalcoholic gel dispensers are distributed throughout the reception area.

You can access our general information by scanning our Qr code

Compulsory use of face mask

Protective partition Windows
Restaurants

An information panel at the restaurant entrance shows the access rules and guests should read it before entering.

There will be clear directions to show the route through the restaurant, buffets.

Single-use tablecloths will be placed on the tables and changed after each guest.

Tables, chairs and any items left on the table will be disinfected after each guest.

Compulsory use of face masks in the restaurant except when you are sitting at your table.

You can access our menu by scanning the QR code restaurant.

The buffet is maintained with more individuals portions and more packaged products.
Bars

Improved cleaning and disinfection procedures will be used during and after each service. Similarly to the restaurant area, tables, chairs and any items left on tables will be disinfected after each guest.

Compulsory use of face masks in the restaurant except when you are sitting at your table.

You can access our menu by scanning the QR code bar

Swimming pool

The capacity of the pools will be reduced.

The pool sun loungers will be 1,5 metres away.

The pool sun loungers will be cleaned and disinfected periodically.

Compulsory use of face mask when impossible to keep the safety distance.
Miniclub

Guests will have to make an appointment to avoid crowds.

Activities will be organised while maintaining social distancing, limiting capacities, keeping equipment sanitised and ensuring that disinfection gel available.

Before starting an activity, all participants must be reminded of hygiene and safety measures.

All equipment (toys, tools, games, etc.) must be disinfected before and after each activity.

No sports activities for adults or teenagers that involve physical contact will be permitted.

In all children’s activities from 0 to 10 years old must be accompanied by an adult.

From 6 years old it is compulsory for your children to wear face masks in outdoor spaces when impossible to keep the safety distance (1,5m) and in closed spaces.

Night show

The areas will be adapted so that guests can enjoy activities while maintaining social distancing.

Before starting an activity, all participants must be reminded of hygiene and safety measures.
Dear guests,

If you have SARS-CoV-2 symptoms (high temperature, cough, sneezing, loss or change of your sense of smell or taste...),

you and your relatives stay at your room and contact us by phone dialing number 9, Reception extension.

Please do not take your face mask off until you are attended by health services.

Thank you for your cooperation.

Name and surname:

Romm number:

Sign,