



## Opening protocol

In anticipation of your arrival, our team has put in place reopening measures. We are continuing to carefully monitor the COVID-19 situation as it develops around the world and we will continue to work in accordance with local and international authority advisories and protocols. We remain committed to hosting you all in the safest way possible and you can find details of our reopening measures [here](#).



## General

**Cleaning and disinfecting of the outdoor furniture and communal spaces, in particular tables, chairs, as well as any other contact surface, between one client and another.**

### PROTECTION

Use and obligatory maintenance of masks, gloves and other protection elements for all our personnel from the different departments.

### EMPLOYEES

Employees will be provided with protective equipment like gloves and masks (to be changed regularly) and will be asked to serve customers in the restaurant, around the hotel and by the pool at a safe social distance. We will also be enforcing a strict hand washing/sanitising policy.

### TABLECLOTHS

The use of sustainable single-use tablecloths.

### GEL-DISPENSERS

Hydro-alcoholic gel dispensers and disinfectants will be available to the public in all the common areas.

### CROCKERY

All crockery, glassware, cutlery or tablecloths will be stored in closed rooms and cleaned again before being placed for customer use.

### SELF-SERVICE

Self-service products such as napkin rings, toothpicks, cruets, oil cans will be eliminated.

### TABLES

The maximum occupation will be 10 people per table and they will be safely distanced, as per Government guidelines. This will be carried out throughout the hotel.

### PAYMENTS

Encourage contact-less card payment where possible and only use cash if absolutely necessary and the necessary equipment will be used to handle e.g. gloves, sanitiser.

### MENUS

We will be laminating all menus and cleaning religiously after every use. We will encourage people to view our menus online.

### DECORATIONS

Any decorative elements must be removed from the tables.

### RESTAURANTS

In the restaurants, guests will be asked to give staff plenty of time to assign a clean table, giving sufficient time for proper cleaning/wiping down surfaces.

### INFORMATION

Information posters have been placed in all areas of the hotel explaining the procedures and guidelines in place and what is required of guests and employees.

### BATHROOMS

All our bathrooms will have disinfectant soap dispensers, drying paper and hand sanitizer.

### CLEANING

Cleaning frequency will be increased across all shared facilities and bathrooms to be cleaned regularly throughout the day.

### BINS

The litter bins will have a non-manual opening.

### BUFFET

Customer self-service at the bar or buffet is not supported



## Employees

Employees have been fully briefed on all guidelines and they're individual responsibilities in the framework of risk management of COVID-19, including:

### GREETINGS

Avoid greeting with physical contact, both to other staff and customers.

### MASKS

All jobs have been evaluated by our occupational health and safety advisor, where it will be determined whether or not to use a mask and its characteristics depending on the task to be carried out.

### SAFETY

Throw away any masks, gloves and relevant waste, immediately after use and dispose in a secure manner.

### HAND WASH

Thoroughly wash your hands as per Government guidelines, using soap and sanitiser provided.

### DISINFECTION

Disinfect frequently and after every use, throughout the day, all areas of the workplace. A rota will be assigned to each employee so that this is documented throughout each shift.

### WORK EQUIPMENT

Do not share work equipment or devices of other employees whenever possible.

### UNIFORMS

All of our employee uniforms are washed at over 60°.



## Common areas

The establishment has adapted its cleaning plan taking into account the evaluation of the identified risks:

### CLEANING

Increase in cleaning and overhaul frequencies, especially in the areas of greatest contact (surfaces, knobs, sinks, taps, cranks, reception desk, doors, telephones, toilet flush button, etc.)

### DISINFECTION

Cleaning of surfaces with disinfectant products that respect the environment, authorized according to the current norm and of proven efficacy.

### CLEANING PRODUCTS

Cleaning trolleys, as well as any cleaning products, will be cleaned and disinfected after each use and shifts.

### DAILY CHECK

A daily log will be made of the cleaning carried out throughout the property.

### VENTILATION

Daily ventilation of common use areas.