



HEALTH MEASUREMENTS

We shall take the following measurements to ensure the clients and staffs safety:

Entrance:

- There will be disinfectant carpets outside each hotel entrance to clean your shoes before entering
- Use the hand sanitizer to clean your hands before entering.
- Someone of the staff will take your temperature. If the temperature is too high we cannot let you in. The thermometers will be contact free.
- Maintain the 2 M security distance with other clients in all our facilities, if this is not possible, use a mask
- You will find in your room one kit with a mask and hand sanitizer gel for your stay. There will be a charge for an extra kit. You can also bring your own mask if you prefer so.

Check-in:

- We shall do the check-in before you arrive by sending you the check-in forms before you come here. This way you will not have to handle any pens, papers, etc.
- We shall send you your program the day before your arrival so that you can print them out yourselves.
- We shall take your temperature when you arrive and if it is too high we cannot let you in. The thermometers will be contact free.
- You will have to carry your own luggage to the room. If you need any help, please let us know.
- Our reception staff will wear gloves and mouth protection if they have to come too close to the client.
- Once you are in your room, it is not possible to change the room.

Spa Consultations:

- We shall do the spa consultation online before your arrival and this way we ensure that you will not have to be seated with a Spa staff member when you get to the hotel.
- Before your treatment, please use the hand sanitizer and follow the instructions of our Spa staff.

Restaurant:

- The breakfast buffet will be eliminated and the breakfast will be served a la carte.
- We are ensuring that there is a good distance between the tables.
- We will not be offering the "Shared Table" option. Not more than 2 people per table.
- Clients will have to make their reservation for breakfast, lunch and dinner and this should be strictly respected. This way we avoid too many people at the same time in the restaurant.
- Our waiters will wear gloves and mouth protection if they have to come too close to the client.

Spa:

- Some treatments might be eliminated from our current Spa menu for the moment. These treatments will be the ones that may have too much physical contact.
- There will be sufficient time ensured between each treatment so that the room can be disinfected before the following client enters.
- Before your treatment, please use the hand sanitizer and follow the instructions of our Spa staff.
- You can wear a mouth protection during your treatment if you wish.

Sauna & Steam Room:

- The use of our Sauna and Steam Room will be limited to 2 persons in the Sauna and 3 persons in the Steam Room at the time.
- Sauna & Steam Room will be turned on, on request during the established opening hours from 10:00 am until 6:00 pm.
- Sauna & Steam Room will be cleaned and disinfected every day.

Personal training and Yoga:

- The group activity classes will be limited to 5 pax plus teacher. This way we are ensuring the safety distance. If there are more clients, the classes will be split up.
- Yoga teachers and Personal trainers shall clean the equipment after each use.
- We shall try and do as many activities on open air.
- You will find your yoga equipment in your room for the yoga classes and we kindly ask you to clean them after each class for your own health safety.
- We kindly ask you to sign a deposit fee document for the rented equipment.

Bedrooms:

- Strict cleaning measurements will be taken as per the Spanish law and we ask for your collaboration to ensure your health safety.
- The staff will never enter the room with the client inside.
- The room the client occupies will not have been occupied the night before, allowing us to perform an even deeper cleaning of the room

Swimming Pool:

- Please maintain the social distance of 2 M.
- We allow only 14 persons at the time at the swimming pool.
- We will not offer restaurant service in the swimming pool, you can order your drink in the restaurant to take to the swimming pool.
- We will not put mattresses on the sunbeds to ensure your health safety.
- Sunbeds, umbrellas and handrails will be cleaned several times a day.
- You will find your swimming pool towel in your room. If you want a clean one, put the used one in the towel bag, you will find in your room, and our Housekeeping staff will provide you with a clean swimming pool towel in your room.

GENERAL:

- Staff temperature will be taken before each shift. If the temperature is too high, the staff member will be sent home. If any member shows any sign of flu, even without temperature, they shall not be allowed to work.
- All staff will be trained and instructed to follow strict hygiene procedures.
- We will be airing the hotel constantly.
- Air-conditioning will be cleaned and disinfected twice per week in the whole hotel.
- Public bathrooms shall be cleaned 6 times per day.
- Rugs and the majority of decorative items will be taken away from rooms and public areas.
- We will keep a record of all cleaning activities every day.
- We recommend you to purchase a travel insurance.

Thank you very much for your collaboration and we wish you a happy stay