

We care of you...





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We are very much looking forward to seeing you again and we want to make sure everything is safe when you visit us. Therefore, when our hotels reopen in 2021 we will have new approved and certified hygiene and health protocols in place against COVID-19. Which means all you need to worry about is enjoying your well-deserved holiday...

These are the main measures that Inturotel has put in place to ensure that you can enjoy your stay with total peace of mind:

### **Training and information:**

Before reopening specific training about the new protocols will be given to all employees to ensure they are followed to the letter.

### **Hand hygiene:**

So that all our clients and employees can maintain good hand hygiene hand sanitiser stations will be located at various points throughout the establishment.

### **Limits on capacity:**

All communal areas will be remodelled and adapted to reduce capacity and allow for social distancing.

### **Review and improvement of processes:**

All the processes followed by each department have been reviewed and adapted to establish specific preventive measures against COVID-19.

### **Protection Systems:**

Our staff will wear personal protective equipment when the safe distance cannot be guaranteed. This personal equipment will vary depending on the risk assessment for each work role.

Guests must maintain the safe distance and wearing a mask is mandatory. The safe distance established by the Spanish Government is currently **1.5 metres**. This distance might change in future.

At the reception desk and in the buffets in the restaurant, physical protection barriers have also been installed and access routes will be marked.



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### External audits:

Periodic external audits will be carried out to check proper implementation of the contingency plan and to check the effectiveness of the reinforced cleaning and disinfection programme for rooms and communal areas.

We will also continue with the usual hygiene and health audits for food preparation areas, swimming pools and drinking water.

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### Reception:

- o The exchange of documents during check-in has been reduced to a minimum.
- o Staff will disinfect dataphones, telephones, shared objects, counters, etc. after each use..
- o Social distancing will be maintained throughout the whole process..
- o Separate areas for check in and check out.
- o Guests will be provided with all the relevant information via QR codes (available via our corporate channel).
- o Guests are encouraged to pay by credit card (preferably contactless). We would ask clients to avoid paying in cash wherever possible at all our sales points and to help with this we are making it possible to charge purchases to your room (we will just need a credit card as a guarantee)..

### Cleaning and disinfection:

- o Disinfection will follow the Spanish Ministry of Health's guidelines and will be certified by the company Biolinea.
- o We are introducing specific protocols against COVID-19 in room cleaning, which will include all surfaces and textiles.
- o Increase in the frequency of cleaning and disinfection plans for rooms, communal areas, toilets, spa, gym and other public areas.
- o Reduction in printed documentation ...introduction of QR codes (available via our corporate channel).
- o Room key cards will be disinfected after each use.



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### Technical services:

- o Increase in checks and cleaning of air conditioning filters.
- o Increase in checks of the physical and chemical parameters for bathing water.
- o Increase in natural ventilation.

### Swimming pools:

- o Safe distance between sunbeds.
- o Daily disinfection of sunbeds.

### Restaurant services:

- o Distribution and adaptation of spaces for all services, with sittings being used to cover demand. On arrival guests will be assigned a sitting for the restaurant.
- o Continued cleaning and disinfection of the dining room after each sitting.
- o Adaptation of the type of service to reduce risks during service.
- o Exhaustive checks and revisions of the temperature of our conveyor dishwashers (>80 °C), as well as disinfection of textiles at above 60 °C.
- o Digitalisation of processes and information to promote contactless payments.
- o Increase in natural ventilation during service.

### Entertainment:

- o Adaptation of sporting activities to guarantee social distancing.
- o Limited capacity at evening shows with tables set apart.
- o This season we will be reducing our children's entertainment programme to a minimum. We will continue with the evening MINIDISCO and the occasional daytime activity.

**These measures** may vary depending on the date of your stay and the hotel and are set out in different protocols that our personnel have been trained in. Please do not hesitate to contact us if you require any additional information. We would like to thank you in advance for your cooperation in complying with these protocols.

We miss you...

