

**It's time to  
enjoy the  
coast as you  
know**

We take care of  
everything



**HYGIENIC AND SANITARY MEASURES**

# HYGIENIC AND SANITARY MEASURES

## COVID19

### 1.EMPLOYEES

### 2.GENERAL MEASURES

### 3.MEASURES BY DEPARTMENT

The measures described here are based on the hygiene and protection measures published in Order SND / 399/2020 and SND / 414/2020 of the BOE, ICTE publications and recommendations of the usual advisers on this matter from GHT Hotels.

Before the opening of our establishments, the facilities were cleaned and disinfected by qualified staff.

We inform that all our hotels have an implemented quality system that includes internal audits and have the ISO 9001 certification obtained by Bureau Veritas. This season the scope of audits is expanded to verify the new Covid19 protocols.

## 1. EMPLOYEES

### TRAINING

All our staff members have completed training in prevention and safety.

### PROTECTION EQUIPMENT

Our staff is equipped with the appropriate protective equipment for their workplace to protect themselves and our clients.

### EMPLOYEE HEALTH

We have a protocol for prevention and early detection in accordance with current health regulations.

Hydroalcoholic gel is available in all public areas of the hotel



## 2. GENERAL MEASURES

**KEEP  
YOUR SOCIAL  
DISTANCE**



← 2 meters →



**CLEAN YOUR HANDS  
WITH HAND  
SANITISER LIQUID**

In all hotel access points  
and common areas



**FACE MASK**

Recommended in  
common areas



**USE THE STAIRS**

Do not use the elevator more than  
one person at the same time,  
except if the capacity allows it



**WHEN COUGHING  
AND SNEEZING**

Cover with your bent elbow



**WAIT FOR  
YOUR TURN**

In the waiting line



**IN THE RESTAURANT**

Respect the assigned  
time for meals



**AVOID**

Touching your eyes,  
nose or mouth



**RESPECT  
RESTRICTED AREAS**

Those for exclusive use  
and reserved are



## **3. MEASURES BY DEPARTMENT**

### **RECEPTION**

Check in online for all our particular clients, portals and agencies connected to the channel.

Limited capacity with the possibility of Fast Check-in, to avoid crowds.

Digitized or single-use hotel information.

Safety distances marked on the ground.

Keys sanitized after each use.

### **BAR AND RESTAURANT**

Digitized menu through QR access and / or single-use menu.

Restaurant service with table service, individual portions, assisted buffet or show cooking depending on the establishment.

Tablecloths and single use napkins will be used.

Cleaning and disinfection of furniture after use.

Reduction of capacity, increasing in some cases the dining hours or allocating new spaces as a restaurant.

### **CLEANING OF ROOMS AND COMMON AREAS**

The frequency of cleaning common areas has been increased. All cleanings are recorded in a document available to customers.

Room cleaning protocols have been intensified including cleaning with homologated viricides.

Cleaning of bedding and towels is done at more than 60 degrees using disinfectant products as well.

Frequent internal audits will be carried out to verify the correct disinfection of all the elements in the room (remote controls, hair dryer and its filter, minibar, hangers, switches, etc.).

### **SWIMMING POOL**

Limitation of capacity to guarantee social distance, disinfection of hammocks after each use, as well as other elements of the furniture in the pool area such as stairs and railings.

Intensified control and cleanliness to ensure excellent water quality.

### **SPA**

Adaptation of the spas to current regulations, sanitizing the spaces after each use and limiting the capacity.

### **ANIMATION**

The animation has been organized in order to maintain social distancing and follow current regulations.

### **MAINTENANCE SERVICE**

All repair parts will be attended as soon as possible, avoiding contact with the customer whenever possible.

An exhaustive control of the air conditioning equipment will be carried out.