



Dear Customer,

Due to the current situation, and in accordance with the recommendations of the health authorities, we have implemented preventive measures to protect the health of our customers and employees.

We want to inform you about the main actions that will be carried out in our facilities

#### **1. HYGIENE OF HANDS**

- a. At different points of the hotel you will find hydroalcoholic gel at your disposal and specific recipients to discard the masks, tissues, etc.
- b. We advise you to wash your hands with soap in the room before accessing the public areas of the hotel
- c. The buffet service will be assisted by a waiter.
- d. Before using the pool, it is convenient to take a shower and a proper hand wash.

#### **2. RESPIRATORY HYGIENE**

- a. Our employees will work with a mask.
- b. You will need to use a mask in all the hotel facilities except in the rooms and when you use the pool

#### **3. INTERPERSONAL DISTANCE**

- a. The interpersonal safety distance is 1.5 meters. We appreciate that you respect it at all times
- b. For security, the cleaning of the rooms will be done once you have left them.
- c. Our employees cannot access your room while you stay inside or on your terrace.

#### **4. SOCIAL DISTANCE**

- a. We appreciate respecting the capacity in all facilities (dining room, terrace, pool, reception ...) to avoid crowds and to maintain the safety distance at all times



## **5. REDUCTION OF CONTACT SURFACES AND INCREASE OF CLEANING AND DISINFECTION**

- a. In the rooms and in the public areas of the hotel, we have reduced the products and objects present, such as services, coffee makers, cups ...
- b. We appreciate that you facilitate the cleaning of the rooms to avoid having to come into contact with your personal sets.
- c. Pool chairs, deck tables and hammocks will be disinfected after each use, staff will indicate when they can be occupied.
- d. We thank you for making payments by bank card, avoiding the use of money
- e. The disinfected cards will be delivered to you, so we appreciate your availability throughout the stay.
- f. It is convenient to wash the swimsuits and towels used in the pool

Should you experience any symptoms that could be related to COVID-19, we would appreciate that you communicate it to us so that we can offer you the appropriate help as quickly as possible. We have a contactless thermometer if you request it