



HEALTH AND SAFETY PROTOCOL FOR CUSTOMERS

Applicable regulations

- Royal Decree-Law 21/2020, of June, on urgent prevention, containment and coordination measures to deal with the health crisis caused by COVID-19
- Agreement of the Council of the Government of 19th of June approving the plan for exceptional prevention, containment and coordination measures to tackle the health crisis by COVID-19, once Plane 3 of the plan for the transition to a new normal has been completed.

Rules to be applied

- Keep a safe distance of at least 1,5 metres. The use of a face mask is obligatory within the reception area.
- Masks must also be worn at the main restaurant entrance and while passing through or accessing the buffet.
- For your comfort and safety, service in the dining room and the various points of sale will be self-service and with disposable gloves to manipulate kitchen's clamps.
- The indicated capacity must be respected for Access to restaurants, common areas and toilets, and swimming pools.
- The elevator may only be used by two people at a time, maintaining the safe distance of at least 1,5 meters. It's also allowed to share the elevator by members of the same family.
- We recommend frequent use of hand sanitizer to ensure proper hand hygiene. Its use will be compulsory before entering restaurants and cafeterias.
- For your safety, minibar is available upon request at reception.
- For your safety, follow hygiene recommendations such as hand washing and using hand sanitizer.
- In areas where it is indicated, disinfect surfaces and items before and after use. (Gym)
- Respect signs and the recommended flows for movement in those common areas where this is indicated.
- Leave the hotel room while staff are inside (cleaning, repairs).
- When an area is marked as "closed", please respect the Access restrictions.
- Follow the instructions from our staff at all times.
- If you experience symptoms of COVID-19 (frequent coughing, fever or breathing difficulties), contact reception and follow their instructions.
- When leaving the hotel, remember that you must comply with the established prevention rules, you must keep a safe distance of 1,5m and wearing a face mask from 6 years old onwards is compulsory. For possible exceptions you can ask at the reception.
- Some measures may modify the usual offer of services of our hotel, but we maintain our vocation of service to offer our guests a pleasant stay, with the quality standards that distinguish our Hotel, providing tailored solutions for a satisfactory experience, appealing to individual responsibility as an essential commitment in this new reality that we temporarily attend.