









## YOUR SECURITY IS OUR PRIORITY

Following the recommendations of the competent authorities and the WHO regarding measures to reduce the spread of the SARS-Cov-2 coronavirus in tourism companies, in our hotels we have carried out a Contingency Plan that details the protocols and the ways of acting to guarantee the health and well-being of our employees and clients.

The fundamental principles to guarantee this security are:

-  Social distancing.
-  Disinfection.
-  Reduce contact with shared items.
-  Information employees, customers and suppliers.
-  Health surveillance and staff training.
-  Have an action protocol for infection cases.

Please be patient and understanding with us, since compliance with all these protocols and measures can slow down the service provided to our customers.



## RECEPTION

- We have information panels about the rules and preventive advice, as well as safety distance markers (in Spanish and English). This information will also be offered by QR code.
- It is established at 13:00 hr. the entrance time to the rooms (Check-in), being flexible according to hotel availability.
- At the entrance of the hotel, we have a defined area for those clients who need to leave their luggage in consignment (differentiated for Check-in and Check-out).
- Check-in: to avoid the manipulation of documents as much as possible, we will provide our clients with a document confirming their reservation, which will speed up the entry procedures.
- If you are coming in a group, your Check-in will be done by the group guide.

## CLEANING

- We have hydroalcoholic gel at the entrance, as well as a disinfecting mat that people and pets must pass through. Disinfection of the workplace and work utensils will also be carried out after each day.
- All objects and surfaces in transit areas that may be manipulated or contaminated by different people, such as counters, elevator or machine keypads, stair handrails, door handles, etc., will be cleaned and disinfected frequently.

- The room opening cards will be delivered to our clients in a tray with disinfectant solution. A container with disinfectant will be placed to deposit the used cards.
- A baggage disinfection point is installed at the entrance of the establishment.
- Credit card payment is encouraged and the payment terminal will be disinfected after each use.
- We have developed a special maintenance plan for air conditioning, refrigeration and water circuits to ensure air quality, disinfection of terminal points and equipment.
- At reception we have a non-contact thermometer for the staff, that can be offered for the use of that client who presents symptoms of the disease.
- At the reception we have surgical masks and amenities for those clients who request it.
- If there is any documentation to deliver to our clients, they will be notified to come and pick it up at reception.
- The Reception Department will have an assortment of drinks available to those customers who request it. The minibar service in the rooms is temporarily suspended.

#### SECURITY

- *The safety distance and use of Personal Protective Equipment (PPE) between employees will be controlled.*
- *Installation of security partitions.*

- *To avoid contacts, guests will be provided with a help-line to answer any questions during their stay.*
- *In the elevator, the maximum occupancy will be limited to people from the same family unit and the use of masks will be required.*



## ROOMS

### CLEANING

- *In addition to cleaning, a complete disinfection of the room will be carried out between clients, following a documented procedure.*
- *Special attention will be paid to equipment with a high level of use or contact (surfaces, knobs, sinks, taps, cranks, telephones, wc flush button, climate control, TV remote controls, ...)*
- *Hangers will be sanitized between clients.*
- *All items that have been used to disinfect a room will be safely disposed of.*
- *The room will be ventilated daily, in the case of client exit rooms at least for half an hour.*
- *Cleaning trollys and offices will be cleaned and disinfected at each shift change.*

### SECURITY

- *Cleaning and disinfection staff will be protected by PPE (personal protective equipment). An internal procedure is established to avoid cross contamination of the bed and bathroom linen.*

- *Cleaning and disinfection will be done without the presence of clients inside the room.*
- *To avoid the manipulation of documents, the Room Service Menu and the Hotel Directory will be accessible through a QR code.*
- *Bins with non-manually operated opening and double bag inside will be available.*
- *A check list will be carried out to verify the cleanliness of the room.*

#### *REDUCTION OF NON-ESSENTIAL ELEMENTS*

- *Non-essential elements such as decorative objects (rugs, cushions, plaids, kettels, etc.) are taken out in the rooms. The amenities are reduced to gel, shampoo and hand soap dispensers. At Reception you can ask for the extra amenities you need*
- *The minibar service in the room is suspended, the Reception Department will have an assortment of products at the request of the client.*



## **CAFETERIA/RESTAURANT**

- *Information panels will be displayed informing the clients about the hygiene and disinfection guidelines in order to be aware of them and respect them.*
- *Hand disinfection will be mandatory at the entrance to the Cafeteria or Restaurant facilities. A disinfectant solution dispenser is available for customer use.*
- *Decorative elements are removed, as well as oil, salt and napkin rings, promoting the consumption of single-dose.*

- *Safety distance between employees and customers must be respected.*
- *The Cafeteria and Restaurant Menu will be available on posters or by QR code*
- *The Cafeteria Bar service is suspended until it is allowed by the evolution of the phases.*
- *The tables will be arranged according to the capacity allowed according to the Government's instructions in each phase, respecting the safety distance and applying the necessary hygiene and prevention procedures.*

#### *CLEANING*

- *Tables, chairs and contact surface) will be cleaned and disinfected between one client and another.*
- *The Cafeteria toilets will have a maximum occupancy of 1 person, except those that need assistance. A cleaning periodicity of 6 times a day will be established (with signature registration after cleaning and disinfection).*

#### *SECURITY*

- *The waiters will be provided with masks.*
- *Crockery, glasses and cutlery will be stored in closed rooms.*
- *The client must wait his turn for the table and will not be allowed to sit until the table and chair have been disinfected by the waiter.*

- *The restaurant tables will be dressed by quick-clean or one-use tablecloths.*
- *The table will be laid at the time of being occupied, never before.*
- *Credit card payment will be encouraged, the payment terminal will be disinfected after each use.*

## **BUFFET BREAKFAST**

- *When the occupancy is low, the buffet breakfast will be replaced by a reinforced continental breakfast that will be served in the Cafeteria.*
- *The buffet breakfast will be arranged in individual dishes with the variety established by the hotel. These dishes will be individually prepared and laminated and the waiter will be in charge of serving the coffee and juice. The service may be modified when the competent authority authorizes it.*
- *The measures indicated in the Cafeteria and Restaurant section regarding table cleaning and customer control, are established.*
- *All tableware materials (including trays) are sanitized in the dishwasher.*
- *When room service is finished, the customer will deposit the service at the door of the room.*



## **EVENTS**

- *The capacity of the events will be the one allowed in each Phase by the competent authorities.*

- *The hotel will control the fulfillment of the capacity and the minimum safety distances between people at reception, breaks, food and drink services, until the end of the event.*
  - *The rooms will be ventilated for two hours before the event.*
  - *The tables can be set up well in advance for the feasibility of the celebration, guaranteeing customer hygiene at all times.*
  - *In case of assembly for meetings, courses, etc ... the distance between chairs will be respected and the material will be arranged on a side table so that each participant removes their folder, pen and water.*
  - *Clients will sign a document where they agree to comply with the regulations established by the Government for holding the Events.*
  - *The toilets will have a maximum occupancy of 1 person, except those that require assistance. A cleaning periodicity will be established during the time it is held (with a signature record after cleaning and disinfection).*
- *Animation activities will be designed so that it is possible to control the capacity and the minimum distance between people. It will be made possible in the open air and without exchanging objects. It will comply with the regulations issued by the competent authority.*





# SWIMMING POOL

Hotel Alborán "Algeciras"

## MEASURES OF CAPACITY AND ACCESS CONTROL

- Access to the pool will be made depending the allowed capacity and ensuring a preventive distance of 2 meters
- The capacity will be reduced following the instructions dictated by the Government specific for the swimming pool facilities according to the different phases.
- Access will be through the door on the left and the exit on the right.
- The client will not be able to access the pool without prior notice to the hotel staff, who will determine if access is possible.

## MEASURES FOR USERS

- Systems for hand disinfection will be available at the entrance to the pool.
- The user must wear exclusive footwear for the pool.
- There are information panels about good hygiene practices, such as:
  - Shower before entering the pool
  - Leaving the pool for any symptoms of the disease
  - Recommendation to wash bathing suits and towels to eliminate bacteria or viruses.
- The users must be dried and dressed (never in wet bath linen), to consume on the sofas on the pool terrace.

- *The pool towel service is temporarily suspended, remaining exclusively for those clients who do not have their own towel. In that case the client will be in charge of transporting the towel to the closed container that is located next to Reception, to be washed at a temperature over 60°C.*

#### *MEASURES IN THE AREA OF STAY OR TRANSIT OF BATHERS*

- *To guarantee the safety distance of at least 2 meters between, space will be limited by signs on the floor.*
- *All personal items such as towels, cream, footwear exclusively for swimming pools, bags, etc. must remain within the established security perimeter, avoiding contact with the rest of the users.*
- *Will be performed:*
  - *Cleaning and disinfection of the areas of stay and transit at least 2 times a day, with special emphasis on showers and toilets.*
  - *Cleaning and disinfection of sunbeds and chairs after each use. The hotel can remove the sunbeds if it is not possible to guarantee a correct disinfection among users.*
  - *Never mix chlorine with detergents or other cleaning products*
  - *Special care will be taken to those surfaces in contact with the users' hands, such as fences, knobs, railings, taps and devices for entry and exit of doors, carrying out a greater frequency of cleaning and disinfection.*
  - *In the toilets there are litter bins with pedal operation and information about the correct way to wash the hands.*