

HEALTH AND SAFETY PROTOCOL FOR CUSTOMERS

Applicable regulations

- Acuerdo del Consejo de Gobierno de 25 de octubre de 2021 sobre nivel de alerta Sanitaria.
- Acuerdo del Consejo de Gobierno de 29 de noviembre de 2021 sobre el nivel de alerta Sanitaria en cada isla.
- Acuerdo del Consejo de Gobierno de 29 de noviembre de 2021 de medidas excepcionales en los establecimientos.

Rules to be applied

- A valid EU Digital Covid Certificate must be presented at check-in. In case of presenting a negative PCR or antigen test, please check with reception the procedure in place.
- Keep a safe distance of at least 1.5 metres. The use of a face mask in the interiors of the hotel is obligatory.
- Stay at least 1.5 metres away from other people. Masks are mandatory at all times inside the hotel building and also outdoors if the distance of 1.5m cannot be respected.
- Only children over 12 years old are allowed to access the buffet.
- The indicated capacity must be respected for access to restaurants, common areas and toilets, and swimming pools.
- Respect the maximum capacity for tables defined by the hotel. If you have any doubts, ask our staff.
- The lift may only be used by one person at a time, except where people need to be accompanied for mobility reasons. In that case, both people must wear a mask. Lift sharing by members of the same family is also allowed.
- We recommend frequent use of hand sanitiser to ensure proper hand hygiene. Its use will be compulsory before entering restaurants and cafeterias.
- For your safety, follow hygiene recommendations such as hand washing and using hand sanitiser.
- In areas where it is indicated, disinfect surfaces and items before and after use. (Gym, pool tables, washing machines, etc.)
- 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, minibar replacement).
- 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 COVID19 (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 and keep a safety distance of 1.5m. Wearing a face mask from 6 years age onwards is obligatory in the interiors and at outdoor areas when it is not possible to keep a safety distance of 1,5m. For possible exceptions you can ask at the reception.
- It is not allowed to smoke on the terraces of the cafeteria, buffet and other restaurants.

