

HEALTH AND SAFETY PROTOCOL FOR CUSTOMERS

Applicable regulations

- Royal Decree-Law 21/2020, of 9 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 caused 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 as well as at the SPA reception.
- Masks must also be worn at the main restaurant entrance and while passing through or accessing the buffet.
- Only children over 12 years old are allowed to access the buffet.
- For your comfort and safety, service in the dining room and the various points of sale will be provided by our staff and no self-service is allowed at any of them.
- The indicated capacity must be respected for access to restaurants, common areas and toilets, and swimming pools.
- 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, the amenities are available upon request at reception.
- 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, you must keep a safe distance of 1.5m and wearing a face mask from 6 years age onwards is obligatory. For possible exceptions you can ask at the reception.

