



## *PREVENTIVE MEASURES DUE THE COVID19 HEALTH CRISIS*

We present a series of measures so that you only worry about enjoying your holiday.

**Your safety comes first, to enjoy greater tranquility during your stay.**

The following measures will be applied based on the recommendations of the Ministry of health and constitute measures and norms adaptable to the development of the health crisis of COVID19.

- Interpersonal distance of 2 m. is mandatory throughout the complex.
- Frequent hand washing is essential for personal hygiene. You will have disinfectant gel in all common areas.
- Mandatory use of masks in common areas to prevent your safety and the safety of all, with some exceptions: In the pool at swimming time, when your sitting at tables in bars and restaurants and in apartments as long as there are only the occupants of the apartment. Don't forget, the safety distance, the use of masks and hand washing is the best prevention against COVID19 .
  - We provide gel dispensers in all common areas and bathrooms.
  - We carry out periodic cleaning and disinfection of common areas with cleaning 3 times a day. With cleaning and disinfection records.
  - We limit capacity in: Apartments, reception, restaurant, snack bar terrace, pool hammock area (every 2 hammocks with 2 m. security separation), interior of swimming pools. At reception maximum capacity of 2 people at check in time.
  - Meetings of more than 4 people are not allowed in common areas to guarantee safety distance.
  - The gym will remain closed.
  - Training of staff in prevention against COVID19 and in use of personal protective equipment.
  - Our staff has the necessary protective equipment at all times
  - We take the temperature of the workers at the beginning of their working day.
  - We inform workers, customers and suppliers of the prevention measures that are adopted. We have informative posters on measures against COVID19 and the distance and direction makers to mitigate crowds.
  - Protocol in case a client or employed shows COVID19 symptoms.
  - Revision of air conditioning in reception and restaurant.
  - Ventilation of closed areas, apartments, bathrooms, lounges gym and sauna.
  - We have a cleaning and disinfection plan as well as an analysis plan for critical points in restoration to guarantee the safety and hygiene of our activities.

## APARTMENTS

- Only people who have registered and are part of the booked reservation are allowed to be in the apartments. At the apartments visits are not allowed.
- We do not do the cleaning or technical maintenance of the apartment while the client is inside. A cleaning schedule will be established that will be agreed with the client on the day of their arrival. In the event that the chambermaid or maintenance technician has to carry out in the presence of the client, the client must wear a mask.
- The cleaning and disinfection of apartments is carried out following the prevention standards established by the Ministry of Health.

## FOOD AND BEVERAGE

- We reduce the number of tables in our bars and restaurants (minimum 1,5 m. between tables).
- If necessary and according to occupation we do two breakfast shifts.



- The service will be carried out by offering our clients properly sanitized cutlery and glasses.
- Buffets are closed.
- We have an analysis plan of critical points in restoration that guarantees the safety of the processed foods as well as the cleaning and disinfection of areas.

## SWIMMING POOLS

- Following the regulation: The water control parameters in recreational pools are measured regularly and adjusted if necessary. We have a good hydraulic and filtration system.
- Frequent cleaning of surfaces more susceptible to contamination, knobs, stairs, community showers, cranks, hammocks.
- The lifeguard will take your temperature to allow Access to the pool area.
- Our lifeguard will supervise and control capacity and cleaning during the opening time. Limited capacity in the pool area. There are several shifts so that all our clients can enjoy the pool area.
- We ask that when leaving the pool area do not forget your personal belongings. We appreciate following all these measures to ensure everyone's safety.

WE WAIT FOR YOU 