

Covid-19 Protocols



Protocol Development

Bull Hotels Group and Preverisk have jointly developed a procedure guide in response to the Covid-19 pandemic.

This procedure guide has been prepared taking into account current knowledge from various official sources (WHO, PHE, CDD, ABTA, ICTE, among others), apart from the knowledge and experience of the Preverisk Panel of Experts.



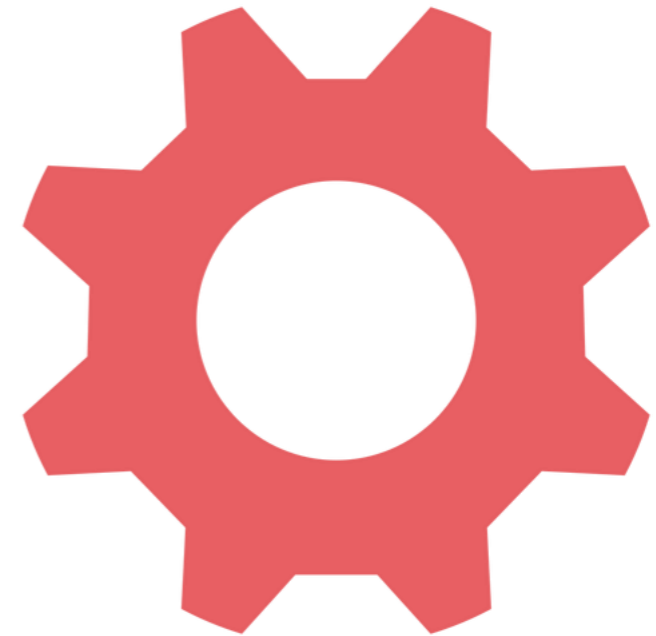
Methodology

The methodology adopted is based along the circuit Risk Management for our 6 hotels, for clients, staff and other visitors.

The control procedures have been developed and adapted according to the level of risk identified at each stage.

These protocols aim to prevent the spread of Covid-19, both from person to person and through the surroundings (for example, touching surfaces).

These guides form the basis of the subsequent training and implementation programs.



Departmental Procedures



Reception

- Temperature checks, disinfecting carpets, control of hand disinfection and use of masks in customers and visitors, as well as social distancing.
- Implementation of digital check-in.
- The use of the web-app through QR as an information tool for all the common areas of the hotel, in order to avoid the exchange of information on paper or brochures. (Although copies of information are always available.)
- Hydroalcoholic gel dispensers distributed throughout the reception.
- Screens have been installed at the reception desk.
- Preventive measures for the use of elevators (capacity, marks on the floor, hidrogel dispensers...)
- Marking tape and physical dividers will be installed to ensure proper divisions when queuing to access the reception desk.
 - The porter service (in 4* hotels) will be limited to clients with mobility problems

Staff Access

- Temperature checks, control of hand disinfection and use of masks by staff when accessing the facility.
- Disinfecting carpets in staff access area to the facilities.
- Preventive measures will take place depending on the means of transport used.
- Application of specific processes for the use of public transport, including social distancing, personal hygiene and the use of PPE.
- Application of improved processes for cleaning and disinfecting company buses.
- Application of additional hygiene standards upon arrival at the hotel facilities.

Suppliers and visitors

- Temperature checks will be taken to all suppliers and visitors.
- Suppliers staff and drivers must wear a mask and gloves.
- There will be disinfecting carpets in suppliers access to the facilities.
- We will enable a waiting area for the delivery of raw materials to disinfect them before being stored, especially fruits and vegetables.
- Third-party providers will be asked for details of all the hygiene and safety measures they have taken regarding Covid-19 and periodic compliance checks will be made.
- Cleaning and disinfection will be done in the areas most susceptible to being contaminated.
- Extension of the merchandise reception hours to avoid crowds.

Maintenance

- Reinforced personal hygiene procedures including gloves and masks have been applied to all staff.
- Constant ventilation protocols with natural air have been reinforced.
- Strict supervision of dishwashing equipment.
- Water systems (swimming pools, spas, domestic and irrigation water) are constantly monitored.
 - The technicians will only access the rooms for any action in the absence of clients.

Restaurant

- Breakfast hours will be under capacity control without reservations.
- Lunch and dinner will be under reservation of shifts for a capacity control.
- The staff will manage the restaurant reservations and guide customers to their assigned table.
- An information panel at the entrance of the restaurant will show the access rules for customers to read before entering.
- Clients must undergo temperature checks before being allowed access and hand sanitization.
- Clients should wear a mask and use hydroalcoholic gel.
- There will be clear directions to show the one-way tour of the restaurant, buffets, and Show cookings.
- The distance between customers seated at adjacent tables will be a minimum of 1.5 meters apart.
- The tablecloth will be changed for each client.
- Cutlery and napkins will be placed on the table in a sealed disposable paper envelope.
- Tables, chairs and any items left on the table will be disinfected after each client.
- Cleaning and disinfection procedures have been improved during and after each service. All chemicals used are considered effective against Covid19.
- Natural ventilation has been improved.
- In the queues of access to dining rooms, social distancing will be respected.
- There will be a hydroalcoholic gel at the entrance of each buffet island.
- Elimination of elements in common use, such as oil, salt and pepper shakers, etc.

Bar

- Guests should sanitise their hands with hydroalcoholic gel and wear a mask to access the bar.
- Screens will be installed on the bar counter.
- The drinks menu will be printed individually and will also be available through the web-app created by QR.
- The distance between customers seated at adjacent tables will be a minimum of 1.5 meters. Except for members of the same family unit who may sit at the same table.
- Cleaning and disinfection procedures have been improved during and after each service. In addition, tables, chairs and any item left on the table will be disinfected after each client. All chemicals that are used are considered effective against Covid19 as their safety data sheets have been revised.
- Natural ventilation has been improved.
- Marking tape and physical dividers will be installed to ensure proper spacing when queuing to order at the bar.
- Payments will be through contactless or debit / credit cards for everyone or room charge (In 4* hotels)
- Stools will be removed from the bar counter.
- The volume of the music will be limited.

Kitchen

- The HACCP system is strictly applied and supervised and more rigorous personal hygiene procedures have been applied, including the use of gloves and masks. Hand wash will be mandatory every 30 minutes.
- The minimum safety distances of 1.5 meters between employees have been applied.
- The number of dishes placed on the buffet will adjust to the required number needed. Single dose packaged products and individual servings will be supplied for some meals with a more regular replenishment.
- Depending on the buffet option, all serving utensils (tongs, spoons, etc.) will be replaced every 30 minutes with new disinfected ones.
- In the show-cooking area the food will be prepared in controlled quantities to avoid the formation of queues and always avoiding the accumulation of food.
- Procedures have been improved and the frequency of cleaning and disinfection increased during and after each service. All chemicals used are considered effective against Covid19.

Housekeeping

- Reinforced personal hygiene procedures including gloves and masks have been applied to all staff members.
- The cleaning and disinfection procedures for room cleaning have been reinforced, paying special attention to the areas of contact with hands (railings, handles, television remote controls / accessories, minibar, etc.) where it is ensured the correct disinfection of the rooms is made, as well as the right procedures for each action.
- Indoor and outdoor common areas will be cleaned and disinfected every hour, paying special attention to contact areas (railings and handrails, elevator buttons, toilets, etc.)
- All the chemicals used are considered effective against Covid19 as their safety data sheets have been reviewed.
- Some items have been removed from the rooms, to avoid manipulation by more than one client.
- Room cleanings will only be carried out in the absence of clients.

Animation

- Reinforced staff hygiene procedures including gloves and masks have been applied to all staff members.
- The activities will be carried out maintaining social distance, limiting capacities, keeping the materials disinfected and having a disinfecting gel available.
- The spaces will be adapted so that guests can enjoy activities while maintaining social distance.
- The guests' temperature will be taken before all group activities.
- All materials (toys, utensils, games, etc.) will be disinfected before and after each activity with an effective disinfectant product against Covid19.
- Before starting an activity, all participants will be reminded of hygiene and safety measures.
- Children's activities will be adapted to maintain social distance and capacity will be reduced.
- There will be no sports activities for adults or adolescents that involve physical contact.
- Those activities that cannot comply with social distancing have been eliminated.
- Some activities will be repeated several times a day so that all clients can enjoy them in different turns.

There will be a registration list.

- Those activities where it is difficult to guarantee the disinfection of the elements have been eliminated.

SPA, fitness & swimming pools

- Screens will be installed on the Spa counter.
- Reinforced personal hygiene procedures including gloves and masks have been applied to all staff members.
- The activities will be carried out maintaining social distance and limiting the capacity.
- There will be a hydroalcoholic gel dispenser at the entrance of each area (toilets, changing rooms, water areas, gym, etc.).
- A strict protocol for changing towels has been implemented.
- Cabins such as salt cabin, dry and wet sauna will be closed.

SPA

- Guests will have to make an appointment for treatments to avoid crowds.
- These appointments must be made individually.
- We will implement new cleaning and disinfection procedures in treatment rooms and after each service in all common areas after use.
- A disposable protector will be used in the stretchers and other elements between each guest treatments.
- Natural air ventilation between each service has been reinforced.
- Guests must shower before treatments and will not carry any jewellery with them.
- Only swimming pools will be available at the spa, which means dry and wet sauna, salt cabins etc will be closed until further notice.

GYM

- It is mandatory to use a towel in all sport equipment.
- To disinfect the equipment, there will be disinfectant and disposable paper dispensers for guests to use after each exercise.
- Cleaning and disinfection procedures have been improved, reinforced and increased.

POOLS

- The capacity of the pools will be reduced.
- Sunbeds will be 1.5 meters away for clients from different family units.
- Sunbeds will be cleaned and disinfected every day, as well as surfaces and areas that may be contaminated.



Preverisk Group is an international consulting company focused on the tourism industry. For 15 years they have been providing consulting, auditing, training and software development services in the areas of health, hygiene, safety, quality and sustainability. Health public and tourism is one of their main knowledge. They currently have a physical presence in 22 countries, more than 55 destinations and with a portfolio of more than 600 clients. In the last three years, they have remotely assessed the health and safety risks of more than 25.000 hotels, for tour operators and bed banks in approximately 190 countries.

Preverisk has a proven experience and reputation working in the travel and tourism sector with tour operators, hoteliers and ancillary services in destinations, as well as with the tourism ministries of various countries. They are partners of ABTA (the Association of British Travel Agents) with whom they have participated in many seminars and conferences.

In addition, they have contributed to the development of the ABTA Accommodation 'Tourism Accommodation Health and Safety Technical Guide', the standard reference used by the travel and tourism sector.

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