

COVID - 19 PLAN

At Gatzara Suites Santa Gertrudis, our main concern is the safety and well-being of our customers, employees and suppliers. In the midst of the coronavirus crisis, we would like, first of all, to express our solidarity with all those affected by the pandemic. As we understand the confusion that can arise from constantly changing information, we try to listen and answer carefully all the questions and concerns of our customers.

We want to continue being the perfect host so you can enjoy a different, "exceptional" Ibiza. Rather than a bad memory, we want to see this summer as a fantastic opportunity to enjoy a less crowded island, upon which the sun still shines.

Discover Ibiza at a different pace!



From our hotel, located in the heart of the island in the charming village of Santa Gertrudis, you can access any attraction on the island in less than 15 minutes, or stay close to the hotel and enjoy some of its 20 restaurant terraces and captivating boutique shops.

These are the main measures that we are taking to ensure the safety of our guests:

- Reduction of the equipment and personnel to the minimum necessary to cover essential services
- Gatzara Care: Maximum care of our guests with high hygiene standards and preventive cleaning measures.
Body temperature control.
- Free sanitary kit with mask, gloves and hand sanitizer in common areas
- Ongoing communication with health authorities, government institutions and sectoral associations
 - Continuous updating of information provided to customers, employees and suppliers
- Total commitment to the rules and regulations necessary to ensure health and well-being

BOOKING FLEXIBILITY

In addition, our cancellation and reservation change policies have been adapted to offer additional flexibility to our clients under the current situation.

We take this opportunity once again to thank our customers, employees and suppliers for their trust, support and loyalty, and reaffirm our commitment to all of them.