



INFORMATION FOR CUSTOMERS: COVID 19

Follow the standards and recommendation for everyone's well-being .

RECEPTION SECTION:

Hand disinfection at the entrance.

Use of protective mask is required in common areas and elevators

Access the Reception desk one at a time.

For check-in 1 only person of the family collect all documentation of the rest occupants to approach the counter.

ROOM:

Leave the room free for cleaning.

Information: Removal of decorations, Blankets and Amenities products (available to our customers by request at the front desk).

Additional minibar disinfection, hangers, hairdryer, TV control, door handles and balconies.

RESTAURATION SECTION:

Breakfast: 7.30 - 11.30h

Lunch: closed

Dinner: closed

Hand disinfection at the entrance.

Access the restaurant always with a welcome card.

Access to the coffee machine for breakfast:

- MANDATORY hand cleaning and mask every time before and after serving.



Access in the buffets:

It is mandatory to follow the marked route.

Hand cleaning and use of the OBLIGATORY protective mask every time you approach for food.

CAFETERIA: the service is maintained in its usual schedule

POOL BAR: the service is maintained in its usual schedule

ANIMATION PROGRAMME: temporarily suspended until the health situation improves

OTHER SERVICES: Other services may be temporarily affected (Heated Pool, Gym, Sauna, Sports).

ELEVATORS: It is not recommended to share between people of different family unit

INFORMATION OF ADDITIONAL MEASURES:

Avoid physical greetings.

The hotel reception has digital thermometer and emergency telephones.

Capacity control.

Increased frequency cleaning toilets and common areas.

Conducting training courses for employees.

Supply all employees with the necessary equipment for their protection.

UPDATE ON JUNE 2021