



## **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 individual form counter.

To carry out a check-in 1 person of the family approaches the counter to take back the documentation of the rest of the occupants.

### ROOM:

Leave the room free for cleaning.

Information: removal of decoracions, blankets and convenience products (available to our customers on request).

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

### RESTAURATION SECTION:

Hand disinfection at the entrance.

Access the restaurant always with a welcome card.

Access to the coffee machine for breakfast:

Hand cleaning is mandatory 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.

(\*During lunch and/or dinner services with little customer attendance will be presented a menu to choose from with table service )

#### ELEVATORS:

It is recommended not to share with people different households .

#### INFORMATION ON ADDITIONAL SAFEGUARDS:

Avoid physical greetings.

The hotel reception has digital thermometer and emergency phones.

Capacity control.

Increased frequency of cleaning toilets and common areas.

Conducting training courses for employees.

Implementation of new kitchen food safety plan.

Provides all employees with the necessary equipment for its protection.

UPDATE 9TH OF MARCH 2021