



HOTEL JAIME I

HEALTH AND SAFETY PROTOCOL

Hotel Jaime I has established an action plan based on the order SND / 399/2020 dated May 9, 2020 issued by the Ministry of Health, in collaboration with ICTE.

These protocols have been created by the companies that manage self-control and training plans in health and safety within the tourism industry. They may be modified depending on evolution of the pandemic.

The staff of Hotel Jaime I shall receive the training and information required to follow the security protocols.

ADOPTED PROCESSES AND MEASURES

Both clients and workers must not go to the Hotel if they have symptoms of COVID-19, neither should the people of vulnerable group. If you notice any symptoms, you must immediately notify the reception staff, who shall initiate the action protocol.

The hotel staff shall maintain social distance from guests and coworkers, avoiding any physical contact. The facilities shall be periodically ventilated.

Materials entering from outside shall be cleaned and disinfected.

It is recommended not to use cash.

Hydro-alcoholic solutions for hands shall be installed in common areas.

Installation of signs restricting maximum number of people in reception, pool, restaurant and elevators. Markup on the floor of common areas to ensure social distance.

Placement of partitions to ensure compliance with distance requirements.

RECEPTION

Placement of disinfectant carpet for feet and suitcase wheels. Security screens, Elevators, limited to individual or one-family use.

ROOMS AND CLEANING

Superfluous decorative elements as well as extra blankets and pillows and amenities shall be removed.

A protocol shall be established to separate dirty clothes and utensils to avoid any cross contamination. In the laundry, the recommended cleaning and disinfection protocols shall be followed.

The hotel staff shall not access the rooms with clients inside, and shall use masks, gloves and disposable cleaning material provided by the hotel.

The rooms shall be left empty for 24 hours after the client's departure for greater security, if it is not possible, the rooms shall be disinfected with an antivirus spray recommended by the Ministry of Health.

The client may waive the daily cleaning service during his/her/their stay if he/she/they consider it convenient or safer. In this case, towels shall be changed in a safe manner during his/her/their stay.



HOTEL JAIME I

RESTAURANT

Only the main restaurant shall be operational.

It shall be mandatory to wash hands with hydro-alcoholic gel prior to entering.

Staff shall wear a mask and gloves.

Shifts shall be established to maintain social distance and tables shall be placed at the distance recommended by the protocol.

The buffet shall be assisted, with protection screens and a marked itinerary, seeking an optimization of flows and reduction of food handling, the show cooking shall be reinforced.

ANIMATION, TECHNICAL SERVICE AND SWIMMING POOLS

The mini club shall remain closed.

Outdoor activities shall be scheduled, keeping the recommended distances at all times.
The technical service staff shall not access rooms with clients inside.

The social distances and the allowed number of people shall be respected in the pools and on the terrace.

SUSPENDED OR LIMITED SERVICES:

Some services shall be suspended due to the difficulty of maintaining social distances and the difficulty of maintaining an adequate health safety policy.

Miniclub and ChiquiPark.

Heated pool, sauna and Turkish bath.

Sinks in common areas.

Indoor gym and squash.

Area with recreational machines.

Porterage and luggage transport service shall be closed, late departure from the room shall be allowed depending on availability.

Only one bar at a time shall operate, either the Pool bar or the Main bar depending on the appropriate opening hours.

Food services, only the main restaurant shall operate.

Splash water park and slides, service pending to establish security protocols by the management, opening date to be determined.

Scape Room, limited number of people.