

PREVENTION AND SAFETY MEASURES AGAINST COVID-19

All the measures adopted respect ICTE regulations and are implemented under the supervision of a recognized international company.

Location in a quiet and beautiful area, away from the masses.

Wide spaces that allow good ventilation and the circulation of people, thus avoiding crowds.

Training the entire team on the use of PPE, prevention and application of the necessary departmental procedures to guarantee their safety, that of customers and suppliers.

Development of a special prevention and maintenance plan for air conditioning, refrigeration and water circuits to ensure air quality and disinfection of terminal points and equipment.

Prioritization of online payments, QR code, PayPal and/or contactless in order to reduce and/or eliminate movement and cash exchange.

Common areas:

- Redistribution of the space of common areas (lounges, swimming pool, etc). Adaptation of these to the new regulations on capacity and distances.
- Adaptation of cleaning protocols: reinforcement in the already strict standard that we applied. Increased frequency of cleaning in common areas and toilets.
- Strict respect for the interpersonal distance of 2m.
- Capacity control in common areas, including swimming pools with lifeguard service.
- Disinfection of sunbeds after each use.
- Training of the entire hotel team to guarantee their safety, that of customers and suppliers.
- Use of PPE by all staff.
- Hand sanitizer dispensers available to all the team and clients in the different areas of the hotel.
- Gym: it has always been for personal use so we would maintain the standard. A prior appointment will be required to organize its cleaning.

Bar and restaurant:

- Installation of protective screens and mandatory use of hand sanitizer dispensers.
- Elimination of common elements such as oil bottles, beverage machines, etc.
- Substitution of material menu for menu in QR code.
- Priority use of single-use products, table linens and disposable kitchenware, less customer intervention and directional markings for displacement in the buffet.
- Adaptation of our buffet to the new regulations: the staff will serve customers seeking optimization of flows and less handling of food and utensils.
- Disinfection of tables and chairs after each use.

Rooms:

- Blocking 24-48h before the entrance of the next guest.
- Elimination of non-essential objects.
- Strict cleaning protocol according to ICTE regulations. Approved and viricidal products, always prioritizing the use of those that are biodegradable.

Reception:

- Forecast of possibility to check in/check out online.
- Disinfection of keys, reception counter and elements.
- Individual use of material (pen, computer, etc.), prioritization of communication channels that allow minimal contact with the client, bet on digitization and reduction of use of materials (paper, documents).

Costa Daurada has been and is one of the areas of Spain least affected by the pandemic and also has excellent medical care and nationally recognized hospitals.

Compliance with all the safety and hygiene protocols established in the hotel facilities follow the regulations and instructions indicated by the ICTE and the CEHAT-ITH (Spanish Confederation of Hotels and Tourist Establishments. Hotel Technological Institute) for the reduction of hygiene risks.

Our goal is to offer the greatest safety and well-being so that our guests can enjoy a quiet and unforgettable holiday this summer.