

HYGIENIC HEALTH AND SECURITY MEASURES AT THE HOTEL



We have reduced the hotels common areas capacity.

A new signage system has been established to facilitate your stay.

Our human team has received training in preventive measures against the COVID-19.

All of our employees have been provided with individual protective equipment.



The elements that are provided to you such as keys, card holders, etc. have been disinfected after each use.

The use of elevators has been limited to, preferably, one person per trip or people from the same family per trip.

For the luggage service, the recommended hygienic-sanitary measures will be applied.

Protection screens and disinfection points have been installed in our receptions.



The furniture has been reorganized to guarantee the safety distance of 1.5m.

Service shifts have been established and opening hours have been extended.

The buffet has been developed to be more individualized and has additional protection elements.

We guarantee the use of disinfectant gel at the buffet and the entrance to our bars and restaurants.



A protocol has been developed to reinforce the cleaning and disinfection plan for our common areas and rooms.

A new plan has been put in place for the daily disinfection of furniture as well as spa and pool loungers.

Decorative and functional elements that can be dispensed with have been eliminated in order to reduce the risk of contagion.

All textiles are washed over 60°C and the laundry service has been readjusted for maximum prevention.



The air conditioning, cooling and water circuits plan has been adapted for water and air quality.

The HACCP system (Hazard Analysis and Critical Control Points) has been updated.

A new plan has been established for the use of our spa and gym, where a prior reservation will be required for the control of capacity and a limited duration of access will allow the disinfection of the different areas with the recommended frequency.



A dedicated action plan has been developed for possible cases of symptoms or contagion.

We maintain uninterrupted contact with the official and the company's medical services.

We facilitate the PCR or Antigen testing in our hotels or closeby. Please find further information at the Reception.

If you present with possible COVID-19 symptoms, please, do not leave your room and contact the Front Desk immediately.