

MEASURES AND RECOMMENDATIONS

COVID-19



GRUPOTEL
HOTELS & RESORTS

Our guests' collaboration:

Responsible Statement in the context of exceptional limitations of activities and mobility aimed at preventing the contagion of COVID-19.

Protocol of Hygiene and Safety Measures:

Updated and complied with the current regulations.
Last update: April 2022

SAFETY MEASURES

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

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

Protection screens have been installed at the points of greatest interaction whenever necessary.

We guarantee the supply of disinfectant solution at different parts of the hotel, both for our customers and employees.

We promote the individualisation of products in our buffet and restaurants whenever possible.

We facilitate the PCR or Antigen testing in our hotels or closeby. Please contact the Front Desk.

OPTIMISING OUR PROTOCOLS

The cleaning and sanitising plan for common areas and rooms, as well as reusable items, has been updated.

The ventilation and air conditioning plan has been adjusted to ensure optimum air quality.

The signage system put in place at the beginning of the pandemic has been maintained to make your stay easier.

The special action plan for possible cases of COVID-19 symptomatology or contagion has been adjusted to the most recent indications from the health authorities.

RECOMMENDATIONS

Please join us in creating safe spaces for everyone:



Use the mask whenever required, either indoors or outdoors.



Wash your hands with soap and water or use hydro alcoholic gel as often as possible.



Respect the systems of pre-reservation in our facilities.



Please note that smoking is not allowed in the hotel, on the terraces and in the pool area.



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

In strict compliance with the recommendations by the WHO and local institutions, our Protocol of Hygiene and Safety Measures is verified and certified by leaders in quality, inspection, analysis and verification.