

PROCOLO FRETE AL COVID-19



The Management of the Hotel María del Mar informs, facing the current situation that affects us all, and always ensuring safety of our employees and clients, we are implementing following actions against COVID-19:

- Preparation of a contingency plan with concrete measures to reduce contagion risks, such as:

- ✓ Creation of a management committee of hotel staff, to define strategies and make decisions to minimize risks.
- ✓ Elaboration of a training plan against COVID-19, “global” and also detailed per each sections or department:
 - Proper use of PPE (Personal Protective Equipment such as face masks, gels, gloves..)
 - Social distancing
 - Cleaning and disinfection
 - Avoiding physical contact both with other co-workers and with customers.
 - Hand disinfection instructions.
 - Disinfection of all frequently used objects.
 - Extreme care of work clothes
 - Extreme care of personal hygiene

For all these reasons, all employees will be provided with the resources necessary for the prevention of infections.

Protocols per departments:

➤ Reception:

- Safety screens.
- Hydro-alcoholic gel dispensers at different strategic areas.
- Use of mask by reception staff.
- Indicating “circuits” and directions to avoid crowds
- Disinfecting mats at the hotel entrance.
- Disinfection of all surfaces and items of reception: counter, telephone, POS, computers, etc.
- Thermometers in case a check is needed.

➤ Rooms:

- Daily cleaning and disinfection routines
- Protectors and covers for blankets and pillows placed in closets
- Elimination of some amenities
- Cleaning and disinfection of rooms with products approved by the Ministry of Health, which are reflected in the new cleaning plan:
 - ✓ Housekeeping will not provide the service while the client is in the room (except it's necessary and justified)

- ✓ The staff will provide the service with FFP2 masks and disposable latex gloves.
- ✓ After the service, the staff will carry out a hygiene protocol for hand washing in the areas enabled on each floor

➤ Kitchen:

Application of HACCP system updated to COVID-19 restrictions, which contemplates the cleaning and disinfection of all kitchen areas, with the officially recommended products.

Correct food handling, extreme personal hygiene.

A daily control of air conducts and extractors.

Providing an area for the suppliers, to collect and disinfect products before placing them in the fridges or storage.

➤ Restaurant:

Disinfectant mat at the entrance.

Dispensers with hydro-alcoholic gel for the use of both, clients and staff.

Reduction of capacity and extension of opening hours due to maintain safe distance between guests. Indicating directions of a “circuit” to avoid crowds. Extended staff assistance and entry control.

At the buffet area – obligatory use of face masks and hand sanitizers. Face masks should be brought by client, hotel will provide gloves and hydra-alcoholic gel at the entrance.

Entrants, appetizers, cold plates and desserts available on individual and plastic wrap protected plates, hot dishes as “assisted buffet” served by staff.

All Inclusive meal plan – more points for beverages and snacks available, all handed out by the staff with PPE’s (no self service). The cups from methacrylate available at the arrival for 2€ for personal use of each client.

➤ Animation program:

Reduced to the outdoor activities, all limited and designed accordingly to social distancing. Disinfection of all equipment after each use.

➤ Bars:

Reduced capacity, accordingly to social distancing limits.

Dispensers with hydro-alcoholic gel.

Screens, staff with face masks.

Frequent replacement or elimination of elements of common use (for example paper Menu’s)

Distance between tables.

Frequent “airing” of common spaces.

➤ Gym:

Reduced capacity, accordingly to social distancing limits.

Frequent replacement or elimination of elements of common use.

Disinfection of gear and equipment after each use.

Maintaining space between gear and machines.

➤ Common areas:

Limited capacity and access.
Increased distance between furniture.
Dispensers with hydro-alcoholic gel.
Customized WC cleaning protocols with an average of 10 times a day.

➤ Mini club:

Limited access and capacity.
Increased cleaning and disinfection protocols.
No commonly available toys.

➤ Lifts:

Use limited to members of the same room and/or family.
Desinfection after use.

➤ Pools:

In addition to already applied maintenance plans (pH and chlorine control, water clearance, etc), also a capacity controls and cleaning and disinfection protocols.