



## SAFETY MEASURES TO PREVENT THE SPREAD OF COVID-19

At **Rafaelhoteles**, we are working on the premise that hygiene is the best form of prevention.

**Our priorities** are our guests and our staff, who provide the most valued and intangible asset in our hotel chain: the service.

For this reason, and in order to reduce the risk of catching COVID-19, we have implemented a range of organisational, cleaning and disinfection measures with the advice of our Occupational Risk Prevention Service, as well as that of our Food Hygiene and Health Management System partner.

In addition to our usual cleaning standards, post-pandemic **preventive hygiene and safety measures** are being applied across different hotel areas and services in order to provide our guests with a safe stay and enable our employees to carry out their work in an optimal manner.

Please find below a detailed explanation of the areas and processes for your complete information:

### **Reception and hotel check-in / check-out process:**

- ✓ **Visible floor markers showing a safe distance** leading to the reception desk.
- ✓ **Hydroalcoholic gel dispensers** at the reception desk.
- ✓ Available for guests: **masks, gloves and non-contact thermometer.**
- ✓ **Frequent cleaning and disinfection** with anti-viral solutions.
- ✓ **Digital information** about the services offered by each hotel, with opening hours and prices.
- ✓ **Using a credit card** at check-out is recommended.
- ✓ **Key collection box** at check-out for keys to be disinfected.

### **Access to floors, corridors and lifts:**

- ✓ Visible floor markers indicating the **recommended social distance.**
- ✓ Signs regarding the **use of each of the lifts** by occupants of the same room, with QR information about the protocol and preventive hygiene and safety measures carried out by Rafaelhoteles.
- ✓ **Sharing a lift** with other hotel guests is **not** recommended.
- ✓ **Hydroalcoholic gel** dispenser at lifts on every floor.

## Rooms

- ✓ **Seal / stamp on entrance doors** showing that rooms have been sanitised following the Rafaelhoteles cleaning and disinfection protocol.
- ✓ The **manual cleaning and disinfection protocol** is followed using kits containing chlorine- or alcohol-based cleaning products and disinfectant wipes, disposable cloths or textile materials, paying particular attention to items such as telephone, hangers, doorknobs and handles, taps, toilets, hair dryers, etc.
- ✓ **Anti-viral products** approved by UNE-EN 14476 Standard are used according to the items being cleaned: textiles, floor, screen, taps or surfaces.
- ✓ **Rooms are ventilated** during the cleaning process for proper air renewal (minimum of 10 minutes).



- ✓ **Decorative items**, signs, magazines, room bins, bedding, etc. are **removed** to ensure proper hygienic safety according to the established cleaning procedure.
- ✓ **Bedding and towels** are treated and washed at 60 degrees at an industrial laundry.
- ✓ **Remote controls** are bagged for single use.
- ✓ **Individual toiletry** kits are bagged for single use, including personal hygiene items and hydroalcoholic gel.
- ✓ **Rubbish and dirty clothing are removed** in sealed bags, thus fully preventing contact with clean clothing.
- ✓ **Bathroom bins have a lid** and double bag.
- ✓ **Restricted minibar** beverage service due to its high risk and contact level.
- ✓ **Ozone** is used in a controlled manner to enhance the room disinfecting protocol.

## Dining and breakfast service

- ✓ **Hydroalcoholic gel** dispenser at the entrance.
- ✓ **Visible floor markers** showing the safe distance.
- ✓ Furniture is adapted to the **recommended social distance**.
- ✓ Prior reservation, if necessary for the correct **control of the maximum capacity** allowed.
- ✓ **Adaptation of the buffet breakfast service** to the recommendations that minimize the risk of contagion.
- ✓ **Communal items** (oil and vinegar cruets, salt and pepper shakers, drinks machines, sugar cubes, etc.) are **replaced** with single servings, and any decorative items are removed.
- ✓ **Crockery and cutlery is sanitised** by dishwasher.
- ✓ **Textiles** are treated and washed at 60 degrees at an industrial laundry.
- ✓ The **updated HACCP in the context of COVID-19** are complied with when cleaning and disinfecting the entire area and kitchen.

### **Indoor pool, Occitania Spa, Gym and Kids club**

- ✓ Recommendations and/or **specific regulations** adopted by the relevant authorities and/or organisations approved for this purpose are followed
- ✓ Prior reservation, if necessary for the correct **control of the maximum capacity** allowed.

### **Events and Celebrations**

- ✓ Recommendations and/or **specific regulations** adopted by the relevant authorities and/or organisations approved for this purpose are followed.

### **Additional measures:**

- ✓ The current regulations are applied regarding the **compulsory use of masks** by guests.
- ✓ Each hotel has a **health security officer** in charge of supervising the implementation of the contingency plan.



- ✓ Individual members of staff are equipped with **PPE** in accordance with the recommendations for their jobs in the contingency plan.

- ✓ All our staff meet the **health requirements for work** and have received training on **detection protocols** and on the action plan in case of guest or colleague health problems, as well as on preventive hygiene measures and the correct use of protective material.

- ✓ Each hotel will have information on local **healthcare facilities**, fire brigade, local and national police, with opening hours and emergency telephone numbers.

These safety measures to prevent the spread of Covid-19 are subject to change, depending on the recommendations of the health authorities and/or regulations in this regard.

Due to the safety measures to prevent the spread of COVID19, certain food & beverage services, amenities and/or the facilities as gym may be limited or unavailable at some of our Hotels.

For any further information, please contact us at [rafaelhoteles@rafaelhoteles.com](mailto:rafaelhoteles@rafaelhoteles.com)