

"MEASURES FOR THE REDUCTION OF HYGIENIC-SANITARY RISKS AGAINST COVID".

¡We are ready to welcome you again! We have worked very hard to guarantee the relief and tranquillity you need in times of Covid-19. Therefore, we have developed sanitary and safety measures for you to fully enjoy your stay with us.

STAFF ORGANIZATION MEASURES

- Our entire team has been informed and trained with the sanitary measures established by the sanitary authorities
- All staff members have personal protective equipment (masks, gloves, hydroalcoholic gel, etc.) Uniforms and textiles are mechanically disinfected daily in wash cycles at 60/90 °C
- All staff members disinfect frequently, throughout the working day, objects for personal use (glasses, mobiles, etc.) as well as their work tools

ESTABLISHMENT HYGIENE MEASURES

- We have paid special attention to cleaning and disinfection of common areas as well as guestrooms with ozone machines.
- We have established a maximum capacity for public areas to guarantee the social distancing required.
- Hydroalcoholic dispensers will be provided in public areas as well as in those areas of intensive use by the clients.
- Toilets will have paper towels dispensers
- The litter bins have a non-manually operated opening and have a double inner bag inside
- Cleaning frequencies have been increased, especially in the areas of more contact
- Daily ventilation of common use areas with the Ozone system
- We have introduced the use of disinfectant cleaning products with all the safety and security conditions, in all areas of the establishment (common areas, guestrooms, cooking areas, goods reception areas, etc.)

ORGANIZATIONAL MEASURES

- Our restaurant menu will be replaced by a mobile application, as well as the use of multimedia tools in the guest rooms
- The facility is controlled to prevent the entry of unauthorized persons. The reception and delivery of all merchandise and raw materials is controlled and monitored.
- When in our facilities, employees, visitors and contractors carry out the distance measurements. Access to the production areas is limited exclusively to employees of the hotel and the Health inspector.
- Sa Creu Nova Petit Palais Art & Spa controls access to the facilities for employees and contractors during working hours

We hope that these sanitary security measures, together with all those established in our internal protocols for the kitchen, restaurant, reception of merchandise and other departments, will contribute to a safe return to this new reality that is presented to us at a global level.

We thank you in advance for your trust and understanding.