

HOTEL AR ALMERIMAR ****

HEALTH AND SAFETY PROTOCOL

At the Hotel AR Almerimar we have established an action plan mainly based on the order SND /399/2020 of May 9th , 2020 from the Ministry of Health in collaboration with ICTE (Spanish Tourist Quality Institute) These protocols have been created by professionals from AR HOTELS GROUP in collaboration with the companies that manage the self-control plans, specialized in consulting, auditing and training in health and safety of the tourism industry.

We have also considered as a very important part of the safety protocols, the constant training of our hotel staff in order to ensure the implementation of all the hygiene and safety processes.

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General measures:

- All facilities has been disinfected prior to opening.
- All our staff have been trained to follow all the safety and hygiene protocols and will maintain social distance from guest and co-workers
- A very intensive disinfection and cleaning protocol has been established for common areas, rooms and toilettes.
- A QR sytem has been implemented at the reception in order to offer all the information to our guests in an easy way avoiding the use of papers, brochures, etc.
- Widely available hand sanitizer for guests in all the hotel facilities
- The protocols (or some of them) could be modified according to the indications of the national or local health authorities.



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Reception:

- Two separate doors are available differencing the entrance from the hotel's exit with one-way signage.
- Disinfection gels are available and a welcome pack with a mask and hydrogel will be given to each guest.
- Prioritization of payment by contactless credit card
- Access to the elevators at the same time limited to members of the same family unit



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Rooms:

- Thorough cleaning of the room with recommended virucidal products.
- Increased frequency of disinfection of surfaces with greatest contact such as switches, door handles, TV remote control, doors and bathroom fittings.
- Gel, shampoo and other amenities will be reduced, making other items that will be properly disinfected available at the reception.
- A protocol is established to separate clean clothes and utensils from dirty ones to avoid any cross contamination.
- All non-essential items such as blankets, magazines, pencils, brochures and other information will be removed.



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Restaurants and bars:

- Hand sanitizer dispensers at all entrances to restaurants and bars.
- Limited capacity in restaurants and bars to guarantee social distancing
- One way signage
- Both tablecloths and single use napkins will be used.
- The cleaning of tables and chairs will be extended after use.
- Staff equipped with PPE
- Salt, oil and vinegar will be served in single doses.



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Swimming pools:

- Hand sanitizer dispensers available in the showers.
- The sunbeds will be controlled by the staff in charge of their disinfection and will be assigned to the client.
- Controlled towel service to avoid cross-contamination.
- Water slides and children swing areas will operate according to the recommendations of the competent authority
- Enhanced maintenance and cleaning of pool's water in order to guarantee optimum quality and water analysis will be incremented



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Entertainment

- Before beginning an activity, all participants will be reminded of hygiene and safety measures.
- Activities for children will be adapted to maintain social distancing, and capacities will be reduced.
- We will turn animation into carrying out activities mainly outdoors and avoiding the exchange of objects as much as possible.



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Fitness Center and Indoor pool

- Guests will need to make an appointment
- A disposable protector will be used on beds and other items during each guest's treatment
- The mandatory use of a towel on all sports equipment.
- For disinfecting equipment at the gym, disinfectant and disposable paper towel dispensers will be available.

