

# The health and well-being of our guests is our top priority

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CATALONIA GLOBAL COMMITMENT  
TO SAFEGUARD OUR GUESTS

**CATALONIA**

• HOTELS & RESORTS •



# Our commitment to our guests

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The health and well-being of our guests is our top priority. Therefore, we have introduced additional guidelines and a protocol of cleanliness, hygiene and social distancing in order to guarantee the safety of our guests and of our staff. These guidelines are based on recommendations from health and hygiene experts, from healthcare authorities and the World Health Organisation.

We have reinforced the intensity and frequency of the cleaning and disinfecting of rooms, public spaces and staff areas of the hotel or resort.

Health monitoring has been established for our employees and also throughout our hotels or resorts in order to guarantee the safety of our guests at all times.

We are committed to adapting our course of action depending on the circumstances with the aim of being absolutely effective and safe at all times.

We are aware that some of the measures applied may alter the usual amenities that our guests enjoy during their stay in our hotels or resorts. We ask for your understanding at this time and your compliance with the regulations for the benefit of everybody.

# Cleaning & Safety Preventative Measures

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In Catalonia Hotels & Resorts we have exceptionally high standards of cleaning and hygiene. In addition, we have reviewed our procedures and have increased the frequency and methods of disinfection in light of the current situation of health and safety at present.

Such procedures will be applied in all areas of the hotel or resort in order to guarantee a safe stay for all our guests

The following information is for your knowledge and peace of mind:

- In the rooms
- In reception
- In the restaurants and bars
- In other common areas: beach and pool areas, shops, kids club, casino, gym, spa and golf
- Employees and back office

**Our hotel chain has a comprehensive program of prevention protocols against COVID-19 analyzed and validated by health and hygiene certification bodies**

# Cleaning & Safety Preventative Measures

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## In the rooms:

- Bed linen and towels are washed in a double process of chemical and thermal disinfection
- Whilst your room is being cleaned, soiled laundry will be taken away in a sealed bag so as not to come into contact with any items of clean clothing
- Decorative furnishings have been removed (cushions, plaids, rugs) as a sanitation measure
- All surfaces, items and furniture in the room and bathroom are cleaned with approved disinfectant products to ensure maximum health safety
- Disposable single-use items and/or microfiber cloths are used in each room for daily cleaning

# Cleaning & Safety Preventative Measures

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## In the rooms:

- Cleaning procedures have been reinforced with special attention to those items of high level contact: telephone, handles and taps etc.
- Extra ventilation is carried out during the cleaning of the room
- Reusable items have been replaced by biodegradable disposable items
- Non-essential stationery and magazines have been removed from the rooms. All necessary information is available at the reception in digital format
- We offer our guests the option to opt out of the daily housekeeping service during their stay (maximum of 4 nights)

**To ensure the proper implementation of these measures, we have established specific monitoring and verification controls.**

# Cleaning & Safety Preventative Measures

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## In reception:

- All items, devices, surfaces and fittings that our guests may come into contact with are cleaned thoroughly during the course of the day at regular intervals
- All room keys are disinfected in order to be handed over safely
- Disinfection of luggage is offered to those guests requiring this service
- Medical assistance is available in the hotel or resort if required
- New items of PPE (Personal Protection Equipment) are available for our guests:
  - Hand sanitizing gel
  - Masks\*
  - Disposable gloves
  - Disinfectant Wipes

\* Subject to a possible additional charge

# Cleaning & Safety Preventative Measures

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## In reception:

- New features for safety and social distancing are in place:
  - Perspex screens on the front desk
  - Distance markers between guests and reception personnel
  - A special collection box for keys to avoid personal contact
- Guests will be informed of the conditions of service and established measures of prevention which require their specific acceptance
- Available information :
  - Health and hygiene measures
  - Digitalized information about hotel or resort services and timetables as well as other information of interest about the destination

**Wherever** necessary, we encourage our guests to pre-check-in online to avoid waiting time upon arrival at the hotel or resort

# Cleaning & Safety Preventative Measures

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Bars and Restaurants: (guidelines in accordance with different phases established by the appropriate authorities)

- The capacity of the theme restaurants is controlled by a pre-reservation service
- The food services in the buffet area are assisted by cooks or are presented in monorail format
- Decorative features together with shared use articles (sugar bowls, oil and vinegar sets, drink machines, etc) have been removed from the restaurant and meticulous care is taken in cleaning and disinfecting tableware, cutlery and tablecloths
- All surfaces and furniture with which our guests may come into contact are cleaned continuously
- Furniture in the restaurant, bar and terrace areas has been reaccomodated in order to maintain the recommended social distancing



# Cleaning & Safety Preventative Measures

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## In other areas of the hotel or resort:

Currently, some common areas of the hotel or resort may have restricted access. We apologise for any inconvenience this may cause. Our responsibility is to comply with the rules and regulations specified by the appropriate authorities for the benefit of safeguarding the health of our guests and employees. Please follow the recommendations in each area.

- Guests are advised to preferably use the stairs. Only one person at a time may use the lift, unless a separation of 2 metres is possible or they belong to the same family unit.
- Furniture in the communal areas of the hotel or resort (hall, restaurant, terrace) has been reacomodated in order to maintain recommended social distancing and information about maximum capacity has been placed in each area
- You will find disposable paper dispensers in the washrooms together with information about cleaning and disinfection timetables
- Hand sanitizing gel can be found in different areas of the hotel or resort.

# Cleaning & Safety Preventative Measures

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## In other areas of the hotel or resort:

- Maximum capacity has been established in the swimming pool and beach areas and furniture and beds have been redistributed to ensure safety distances. Likewise, all the furniture in both areas will be subjected to a daily disinfection process using an atomizer.
- Disco and Casino will remain temporarily closed. However, the hotel or resort will move some of their experiences to the open air and will propose entertainment alternatives by applying strict safety, hygiene and distance measures at all times.
- The Kids Club will remain open, developing its activities in open spaces with outdoor activities and limited capacity.
- Gym and Spa: will be available by appointment. A disinfection and cleaning service will be provided in both spaces after each use.
- Additional services of treatments, massages and hairdressing, will be provided with a scrupulous control of hygiene. The service providers will use PPE personal protective clothing to ensure their safety and the safety of our customers. Materials and elements used in each service will be removed for subsequent sterilization.
- The maximum capacity of the hotel or resort shops will be limited and all tried on garments will be subjected to a disinfection treatment based on high temperature steam

# Cleaning & Safety Preventative Measures

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## Golf Clubs:

- The golf clubs have specific indications on their safety and hygiene measures that are shown by signs throughout the course.
- Carts can be occupied by a maximum of two people as long as they share same room or belong to the same family unit.
- All elements of shared use such as carts, rental material and field components will be duly subjected to a process of disinfection and constant hygiene.

## Events:

- Before the start of the events, communication of basic health prevention measures is reinforced.
- Setups are established to ensure safety distance between event participants.
- The exchange of printed material is avoided, using all the tools in a digital way and informative screen.
- The different options of the coffee break are offered with an assisted service of our staff making use of the adequate protection equipment.

# Cleaning & Safety Preventative Measures

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## Commitment with our staff:

- **HYGIENE:** Clean hands are considered to be one of the best ways to avoid spreading germs and preventing the spread of COVID-19. We urge all our employees and advise our clients to frequently wash their hands thoroughly with soap and water. Hand sanitizers can be found in all work areas .
- **PREVENTION:** The hotel or resort staff are tested for Covid-19. In addition, their temperature is taken daily upon arrival at the hotel. All employees are using PPE including gloves and masks. The cleaning team also wear protective coveralls.
- **TRAINING:** All our employees have been trained in hygiene and safety relating to Covid-19.
- **INFORMATION:** Our Quality management team support the hotels or resort by providing the most efficient and advanced measures concerning hygiene and safety. All regulations issued by the health experts and appropriate organisations are strictly adhered to.
- **EMPLOYEES AREA - BACK OFFICE:** Hygiene and safety measures together with social distancing rules have also been reinforced in the staff areas.

# Recommended general health guidelines to our guests:

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## Recommendations:

- Clean hands are considered to be the one of the best ways to avoid spreading germs and preventing the spread of COVID-19. Remember to wash your hands frequently with soap and water. There are disinfectant gels in the common areas for regular use.
- The use of masks is recommended in public spaces and when leaving the hotel or resort.
- Please cover your mouth with your elbow or with disposable handkerchiefs if you cough or sneeze.
- Please respect social distancing rules in the hotel or resort by using the special markings, protection screens and the reorganisation of furniture.
- Information about preventive rules is available throughout the hotel or resort.