

# Sanitary measures

## Hotel Palacio las Manillas

We are ready to get you back.

We present a series of measures so that during your lodging you only worry about enjoying your holidays with yours.

THE ACTUALLY MEASURES WILL BE APPLIED ACCORDING TO THE RECOMMENDATIONS OF THE MINISTRY OF HEALTH AND CONSTITUTE AN ADAPTABLE GUIDE.

### GENERAL MEASURES PALACIO LAS MANILLAS HOTEL

1. Our Staff have received training in preventive measures for Covid-19.
2. Our Personnel has the necessary protective equipment at all times.
3. We carry out a daily control of the health of workers with a responsible declaration that they have not been in contact with any infected person in the last 15 days.
4. We reduce capacity, including elevators.
5. We carry out analysis of the environment and surfaces of common use by a certified external company.
6. We have indicated masks use in free areas.
7. We supply with disinfectant gel points in different locations indicating their obligation.

### MEASURES IN FOOD AND BEVERAGE SERVICES

1. We have reduced the number of tables in our Restaurant and Terrace (minimum of 1.5 meters between tables).
2. If it is necessary, and the occupancy allows it, we carry out 2 lunch / dinner shifts. The furniture will be disinfected between each client.
3. We continuously sanitize the restaurant room by the cleaning staff.
4. All restaurant services are made on a menu and individually.

5. Bread served at the table to customers.
6. We disinfect the fruit and vegetables previously with sanitary bleach and it is served individually.
7. We will offer you the possibility to choose a menu. The menu varies daily and is available for room service as well.
8. At breakfast, our duly protected staff serves the customer's food and, in any case, you can request individual hot dishes prepared from the kitchen.
9. All kitchen and member staff work with gloves and masks, both those facing the customer and those not.
10. Customers do not have direct access to food.
12. In areas susceptible to queuing, we have marked minimum clearances on the ground, so that everyone respects the safety distance.
13. We provide the crockery by our staff, in this way we will prevent customers from having direct access to it.
14. We have single doses of oil, vinegar, salt and pepper on the tables.
15. We sanitize the drink cards for each new diner.
16. We carry out an exhaustive control and revision of the temperature of the dishwashing (> 80°).

## **MEASURES IN ROOM CLEANING SERVICES**

1. Our laundry ensures and certifies the treatment of clothes at more than 60° and with disinfectant products.
2. We do not clean the room while the client is inside.
3. We disinfect the hand gloves with hydroalcoholic gel after each room cleaning.
4. We use bleach-sanitized cloths for every customer checkout.
5. Reduced the number of rooms per cleaning staff for better cleaning and disinfection of your room.
6. At the client's request, we provide a sanitizing gel and masks as courtesy amenities.
7. We use disposable mops for cleaning floors.
8. All blankets and pillows in the cabinets will be protected.

9. The amenities are personalized and for individual use for each client.

### **MEASURES IN THE RECEPTION SERVICE**

1. We have marked the safety distance.
2. We have disinfectant gel on each counter.
3. We disinfect all material delivered to customers (room keys, etc.)
4. We deliver basic information on prevention and rules for the correct use of the facilities to all clients.
5. We have reinforced the cleaning and disinfection of the counters.
6. We have a courtesy sanitizing wipe service.

### **MEASURES IN TECHNICAL SERVICES**

1. All staff have the necessary individual protection and safety equipment.
2. We carry out the repairs in the rooms, as far as possible, without the presence of the client. If this is not possible, we maintain a safety distance of 1.5m at all times.
3. We disinfect all areas in which there has been intervention.
4. In the common areas we have defined a work perimeter that prevents customer access.
5. We constantly renew the air in the common areas, at a temperature of 23°-26°, and we clean the filters daily.