



Health & Cleaning Protocol

Be **Safe** 
be happy



Safe Holidays
#BeSafeBeHappy



ALEGRIA HOTELS

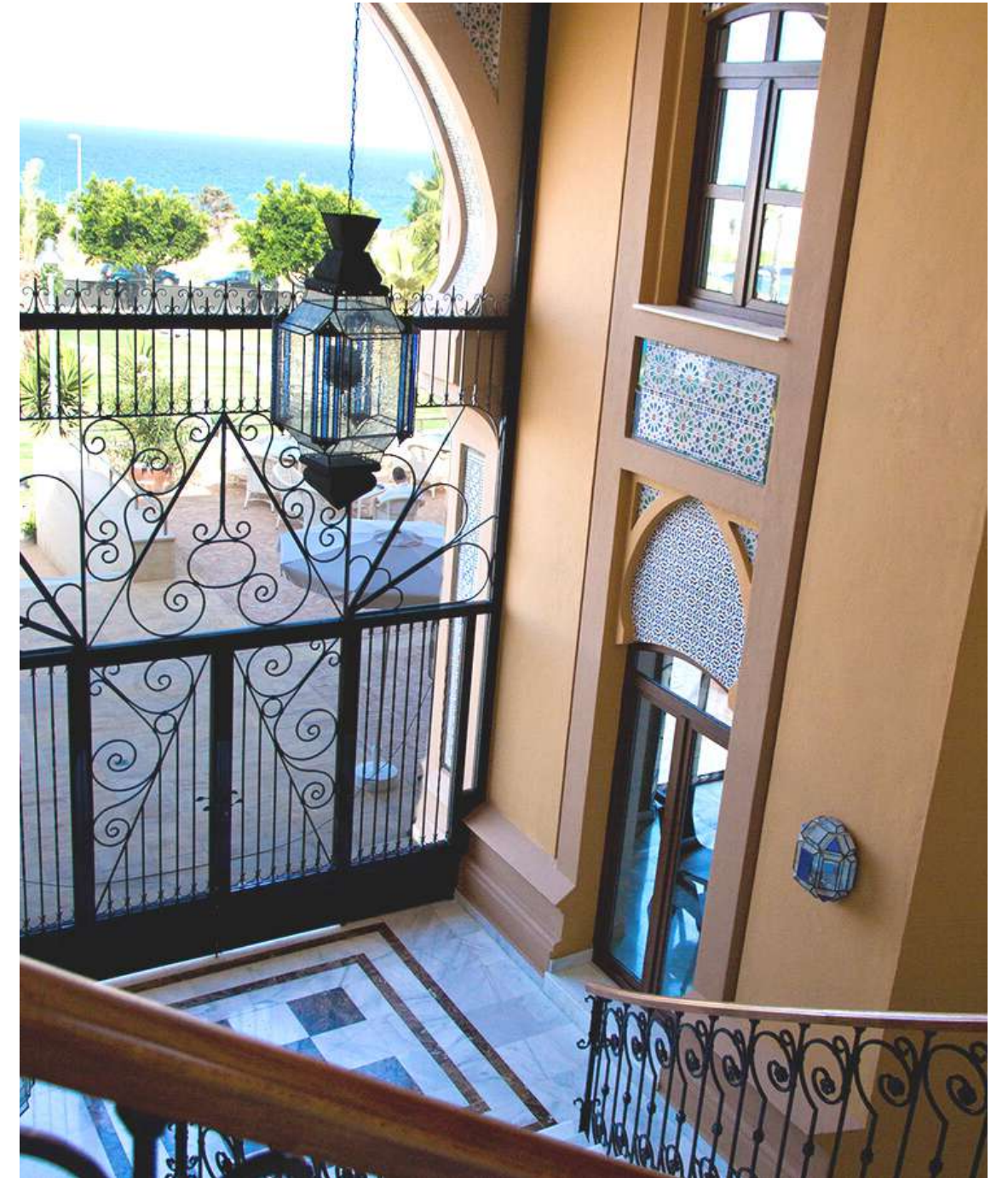
At ALEGRIA Hotels we have always placed special emphasis on ensuring that all our guests enjoy a happy, peaceful and safe stay.

From now on, due to the new reality we are living, our top priority is to guarantee happier, quieter and even safer holidays.

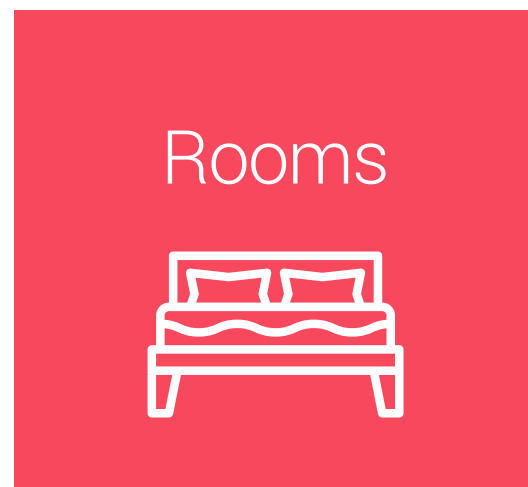
We want to share with you all the changes and the new regulations that we are going to apply in our ALEGRIA hotels.

We know that, together with the collaboration of our guests, teams and collaborators, we will offer the best possible service.

Because, after all, holidays are still important.



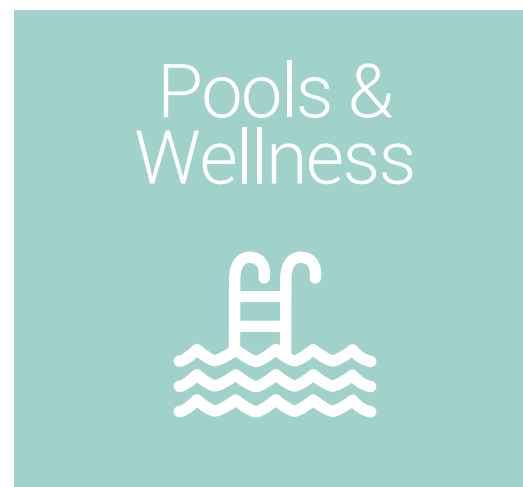
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Reinforcement in room sanitizing



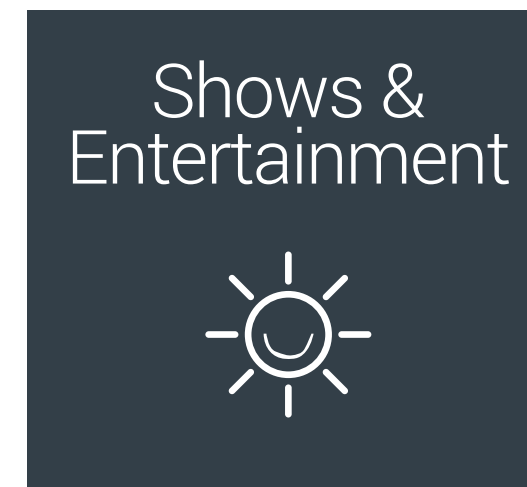
Social distancing rules in common areas



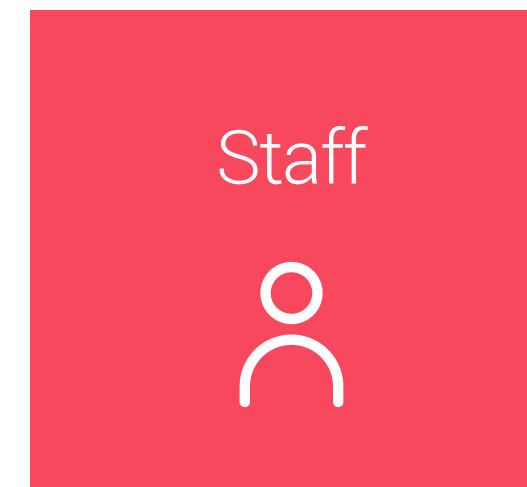
Enhanced cleaning and sanitizing work



Restaurants and bars adapted to the current situation



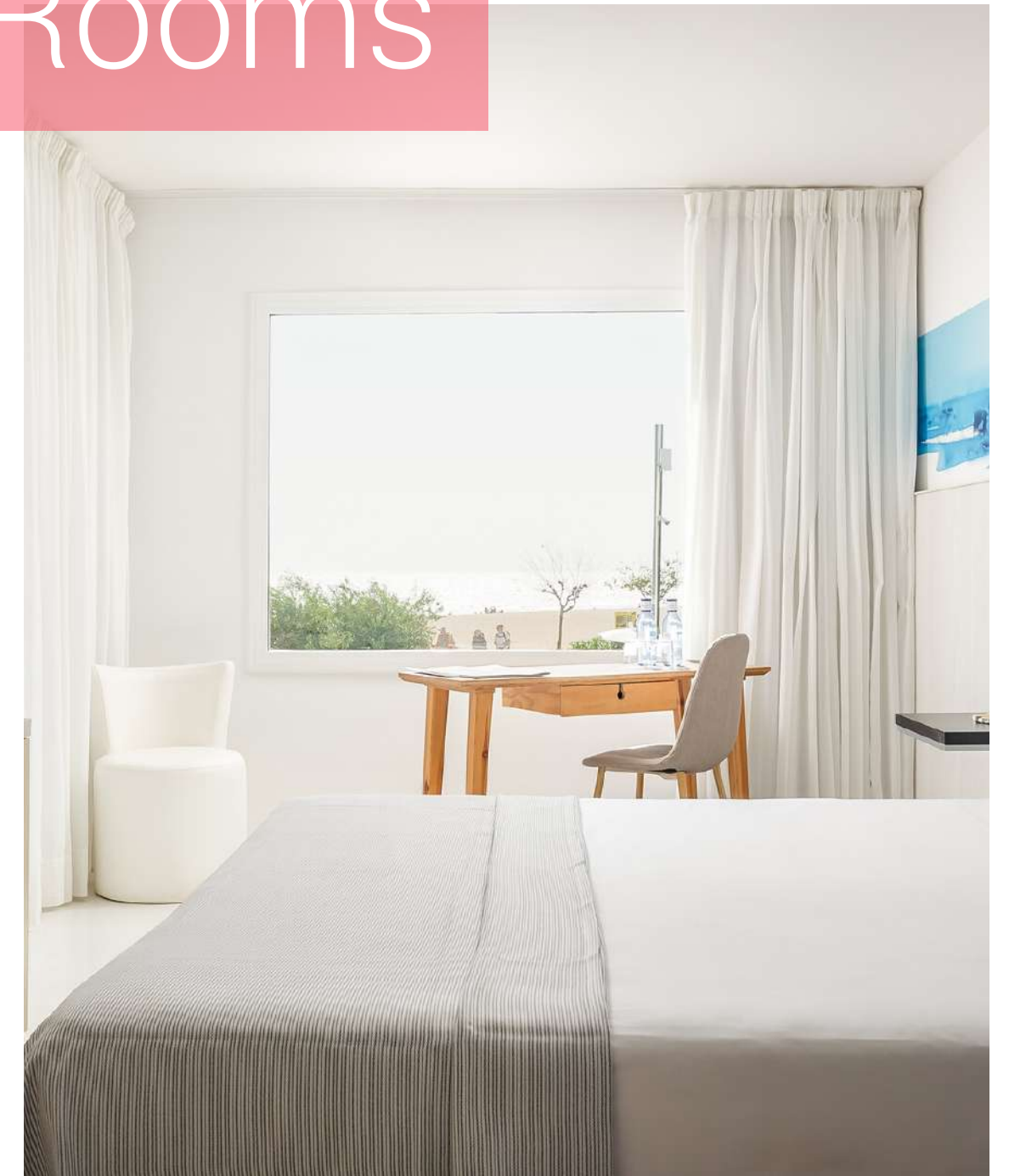
Outdoor Shows / Outdoor Entertainment



Training on COVID-19 measures and provision of PPE to staff

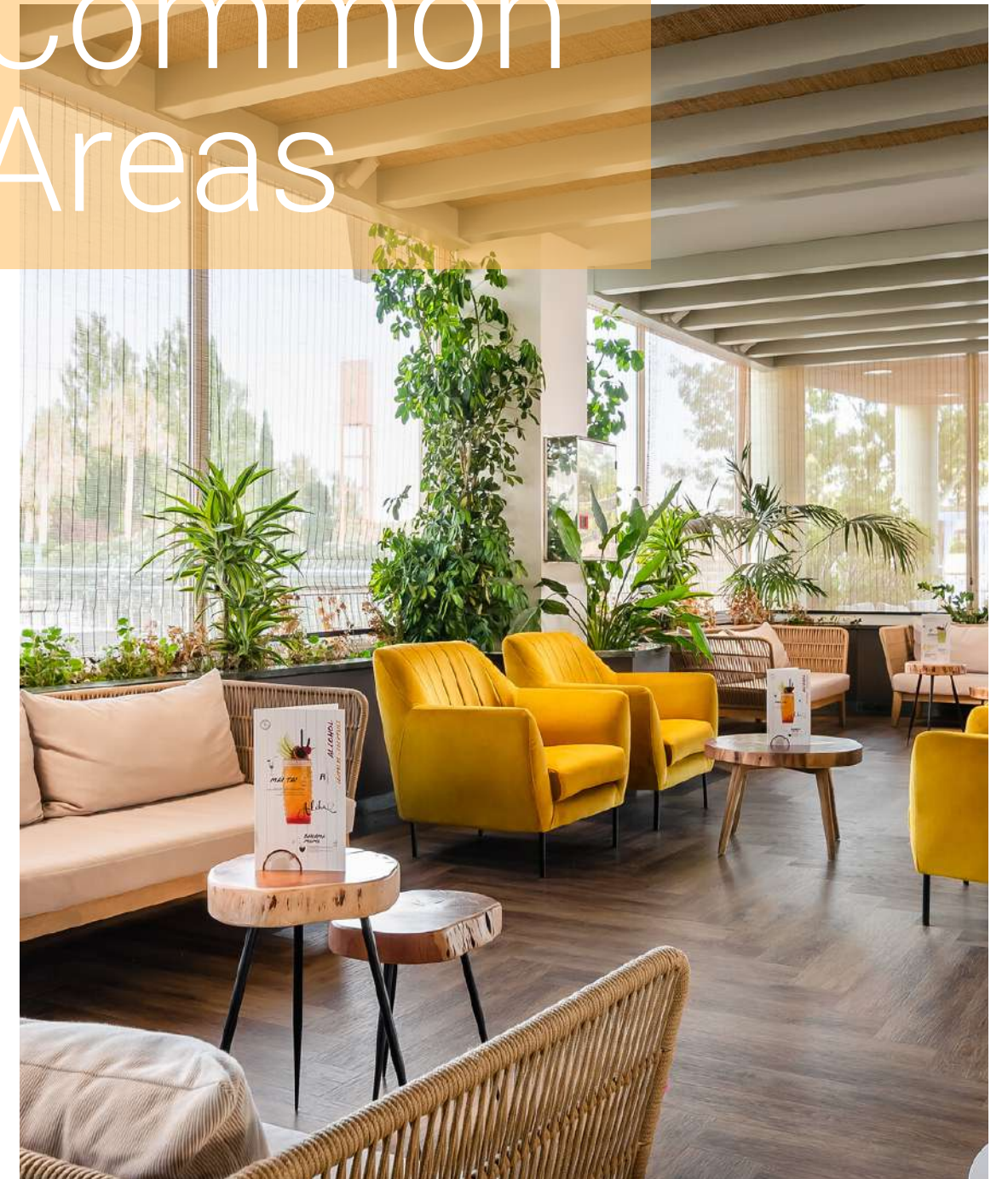
- Reduction of decorative elements, textiles, stationery, toiletries, irons, wastebaskets...
- All cleaning staff is required to wear protective gear to ensure safety at all times.
- The external companies we work with for the cleaning of the lingerie comply with all the specific safety and sanitizing protocols.
- When arriving new guests, a special sanitizing will be carried out on of all the manipulable elements.

Rooms



- Enhanced cleaning and sanitizing work in common areas. Special attention to bathrooms, door handles, elevator buttons...
- Strategic placement of sanitizing gel dispensers in common areas, which should be controlled and cleaned frequently.
- Glass screens in the front desk to ensure protection and safety distance between our staff and guests.
- Reduction of some decorative elements that are susceptible or difficult to sanitize.
- Face mask use is mandatory in all common areas of the hotel, and it is controlled by all staff.

Common Areas



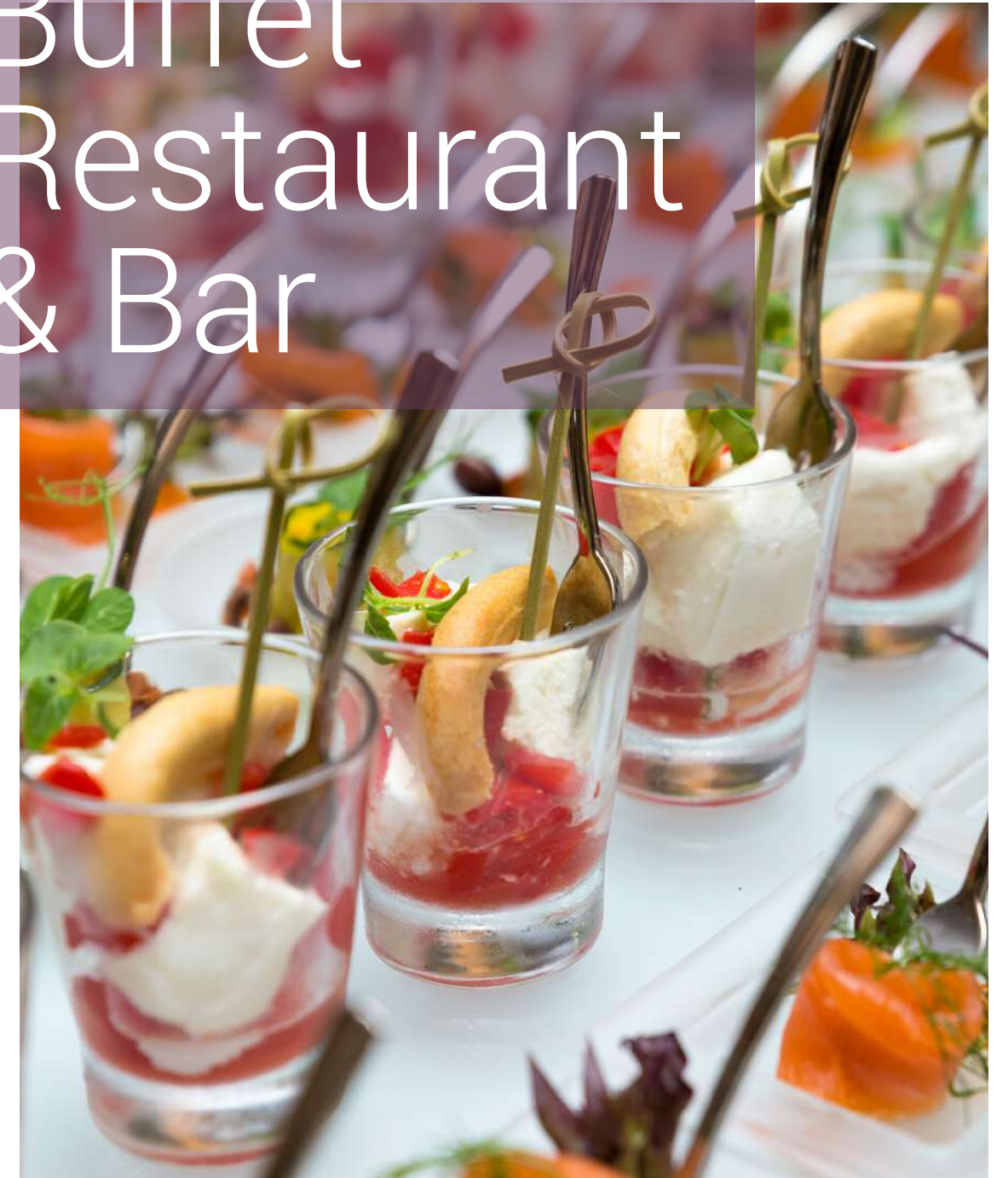
- More distance between hammocks: more safety and comfort.
- Cleaning and sanitizing of the pool area, including the hammocks, with sanitizing spray.
- Pool towel service following the new sanitizing protocols.
- Indoor heated swimming pool (depending on the hotel) with limited capacity, previous appointment and sanitizing gel in all the accesses.
- Massage service (depending on the hotel) following the new safety protocols for both the staff and the client.
- Face mask use is mandatory in the pool area, except for showers, hammocks and during swimming, and it is controlled by all staff.

Pools & Wellness



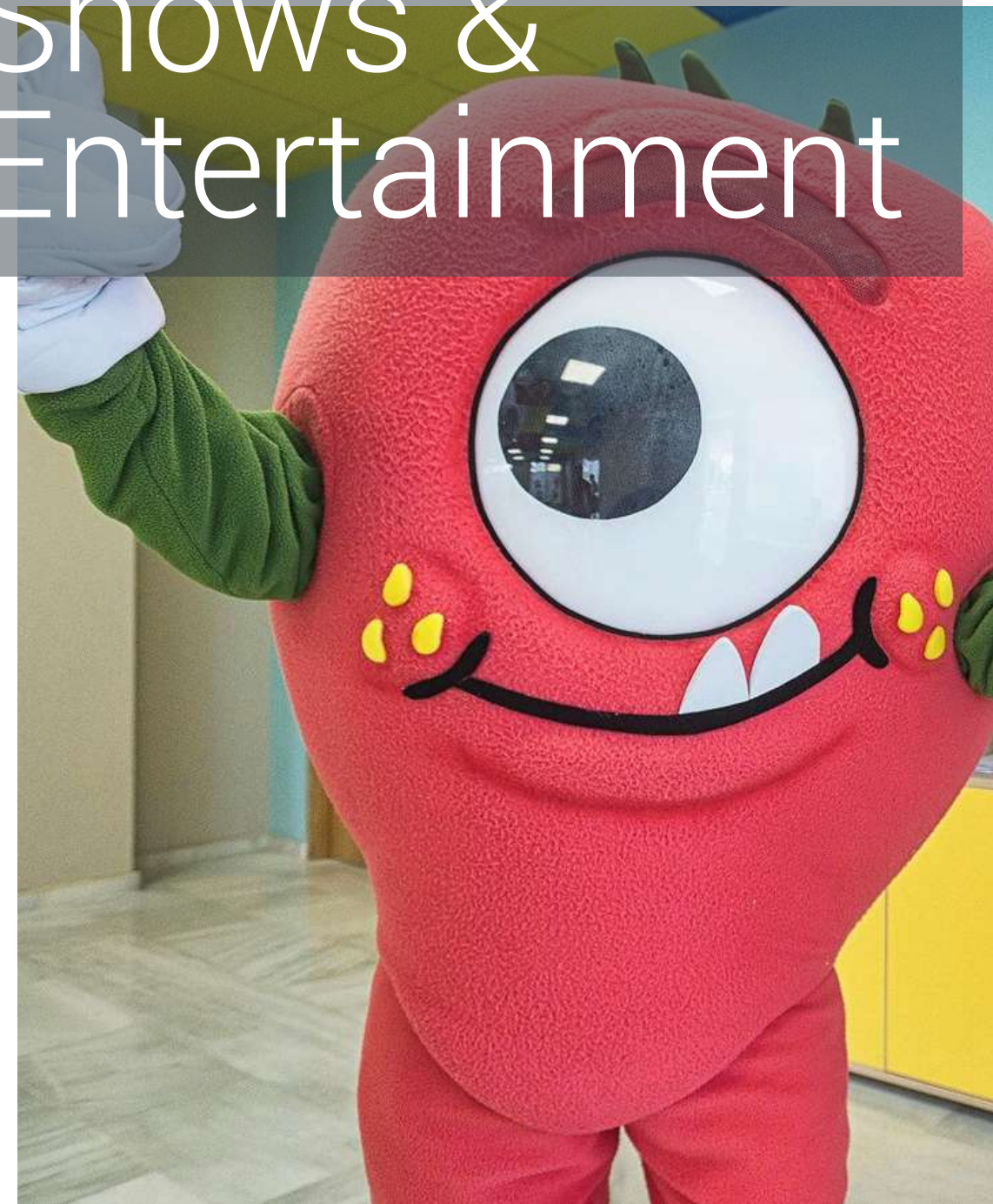
- Limited capacity, safety distance and table allocation by our staff.
- Path to ensure minimum contact between guests and avoid crowding.
- Removal of physical menus (only on request and with sanitizing after its use). They will be replaced by menus in QR format.
- Removal of textile table linen and replacement with single-use paper ones.
- We will encourage individual portions.
- Staff in charge of cleaning common utensils and assuring constant disinfection.
- Face mask use is mandatory in the restaurant, except when you are at your table, and it is controlled by all staff.

Buffet Restaurant & Bar



- We reinvent ourselves to continue providing our guests with the same happiness as always, but guaranteeing the safety of all.
- We encourage outdoor shows and entertainment.
- Safety distance in group activities.
- Sanitizing and cleaning of the materials used in each activity.
- New concept: Be Safe, Be Happy!

Shows & Entertainment



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Staff

- We will ensure that all our staff wear protective gear to guarantee their safety at all times.
- Training on COVID-19 measures and provision of PPE to staff.
- Advice from our external collaborating companies: GRUPO PREVING, GABINETE SME PREVENCIÓN, PREVERISK GROUP (Post Covid19 Tourism Sector Alliance).
- We have our own certification "Be Safe Be Happy" adapted to the protocols established by our partner Preverisk Group.
- We carry out compliance controls through internal audits by our Quality Department.



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creating summer memories

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