



hoteles únicos

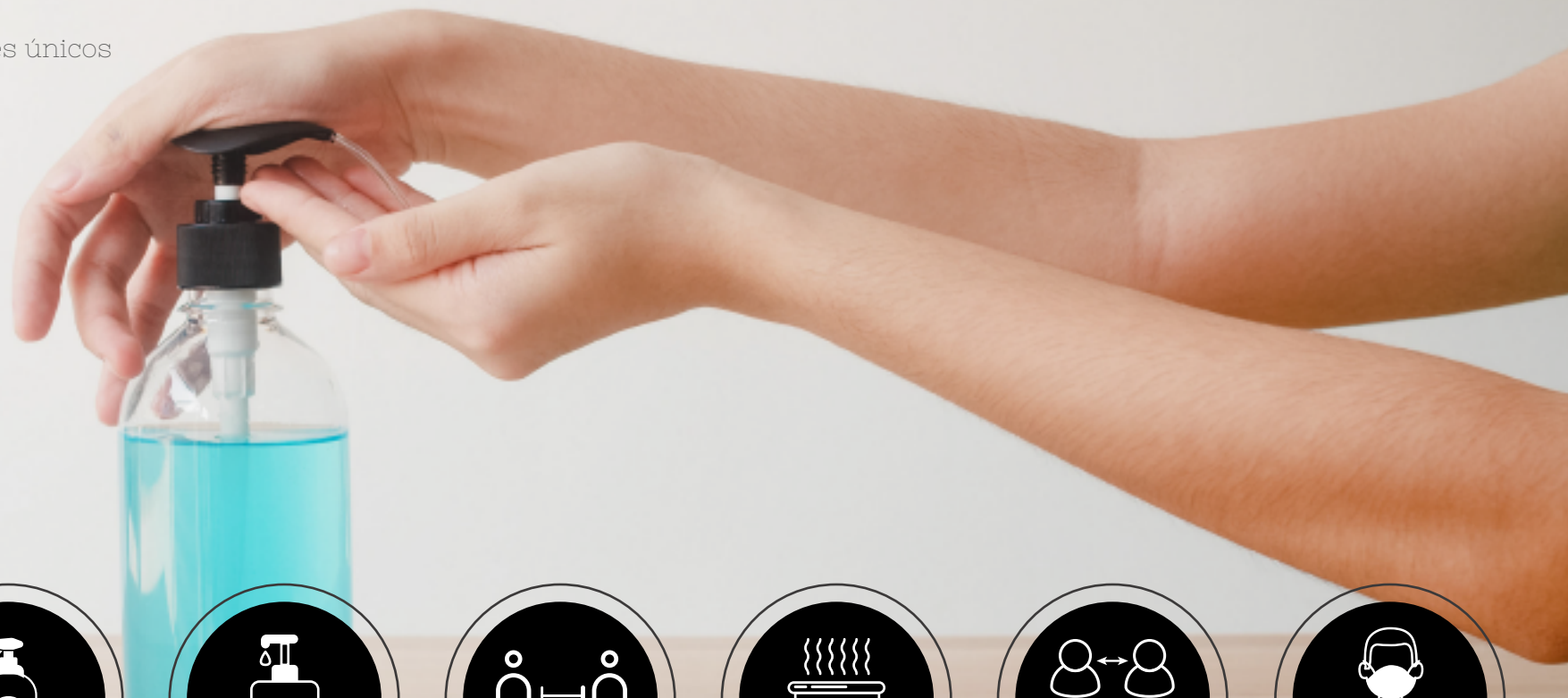


Health & Cleaning Protocol

At Elba Hotels we are committed to ensuring the highest standards of hygiene coupled with preventive measures to make your stay as safe as possible at this difficult time.

Based on the current regulations, we are putting heightened measures in place, supervised by companies of national and international prestige.





Dear guest

Please use your mask, keep your distance, disinfect your hands and think of others when you cough/sneeze...



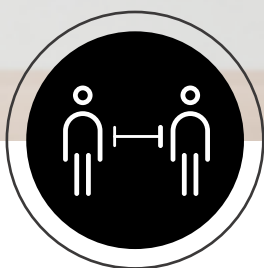
Rooms

All remaining items will receive additional disinfection treatment...



Shared Spaces

You will find hand sanitiser dispensers in several areas of the hotel...



Pools & Solariums

A safety distance of at least 1.5m must be maintained between loungers...



Restaurants

In the restaurants, we will increase the distance between tables and limit total capacity to avoid crowding...



Entertainment

Our staff will receive specific training to carry out activities in small groups...



Staff

We will protect all of our employees using personal protective equipment...



Dear guest

- **Recommendations**

Stay at the recommended safety distance between people.

Disinfect or wash your hands frequently and whenever recommended.

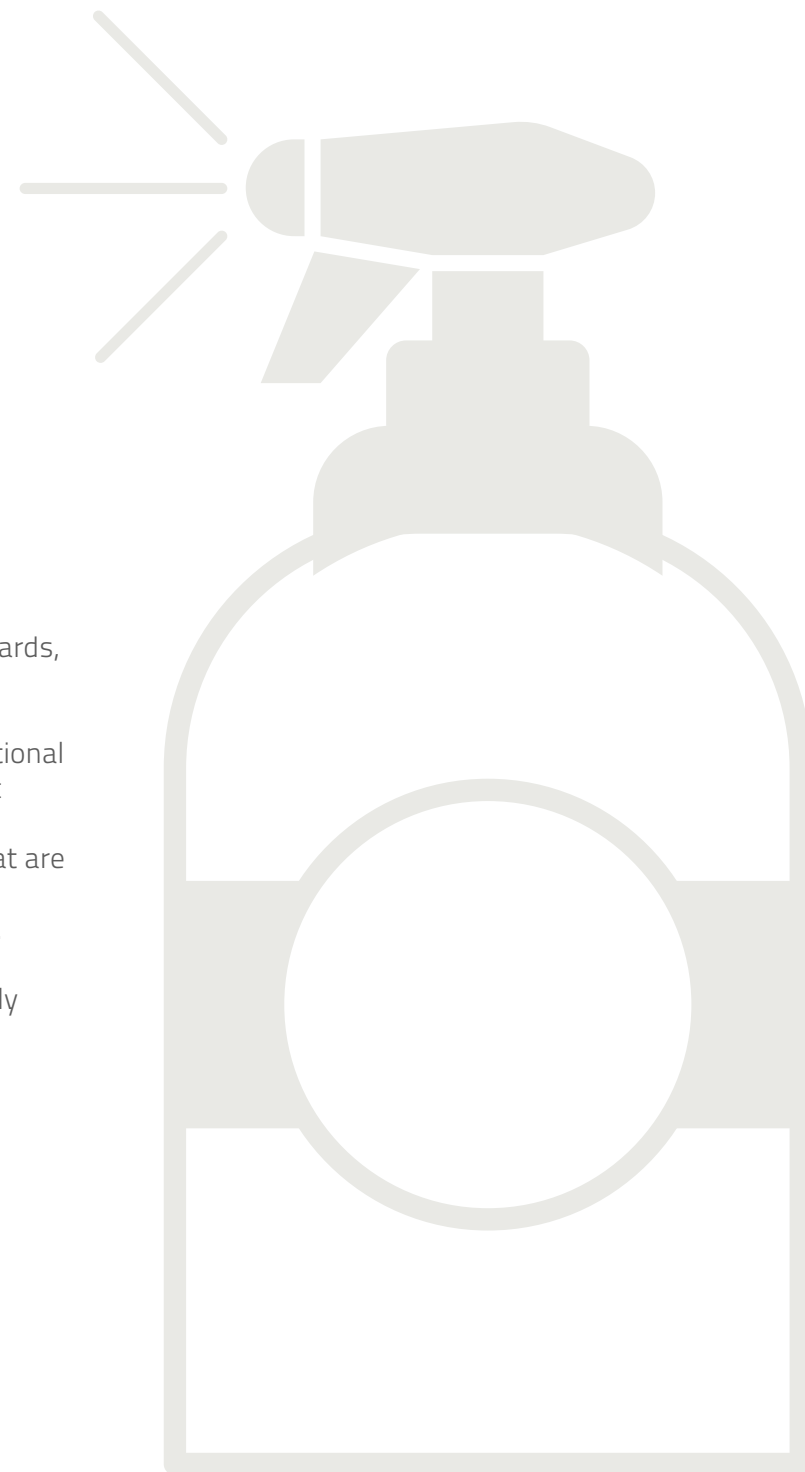
Be respectful of other guests when you need to cough or sneeze by doing so into your elbow.





Rooms

- Our cleaning teams will use ozone equipment to meet the mandatory disinfection standards.
- Any decorative or other items that interfere with disinfection will be removed, including: cushions, footboards, mini-bar products, stationery.
- All remaining items will receive additional disinfection treatment using specific sanitary products, with particular attention being paid to the items that are handled most often: door knobs, telephones, elevator button panels...
- TV remote controls will be individually protected for each client.
- Linen will be washed at a higher temperature to ensure complete disinfection.



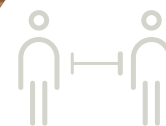
Shared Spaces

- You will find hand sanitiser dispensers in several areas of the hotel. Its use is mandatory in certain areas.
- Daily sanitary disinfection will be stepped up with particular attention for the most sensitive areas.
- You will find flow and distance markings in a number of areas to avoid coming too close to others.
- And you will find glass screens at the reception and in the bars to protect staff and customers alike.
- Hygienic rugs at the entrance to the hotel.



Pools & Solariums

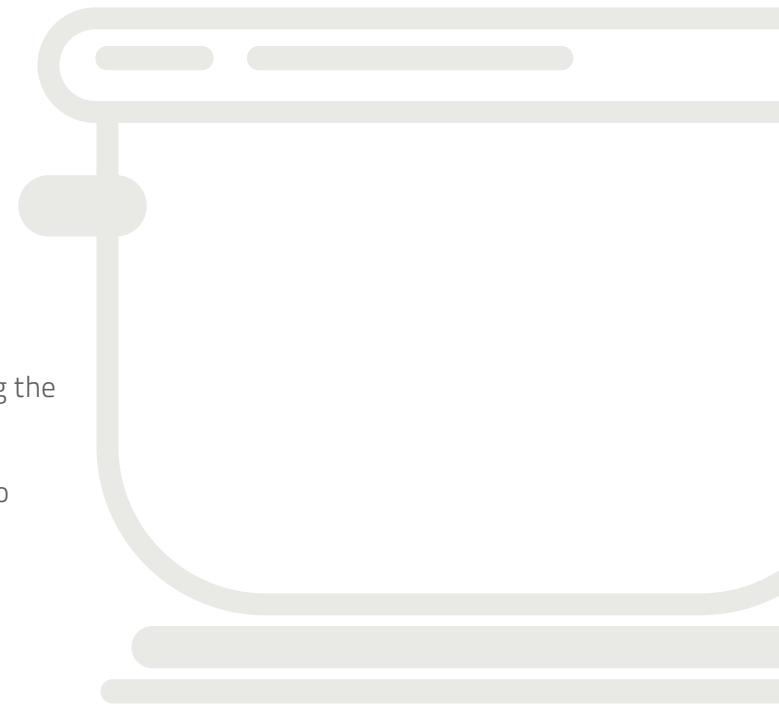
- A safety distance of at least 1.5m must be maintained between loungers.
- The loungers will be disinfected on a daily basis.
- The solarium will be disinfected at the end of the day.
- The swimming pools water hygiene level will be monitored several times a day.





Restaurants

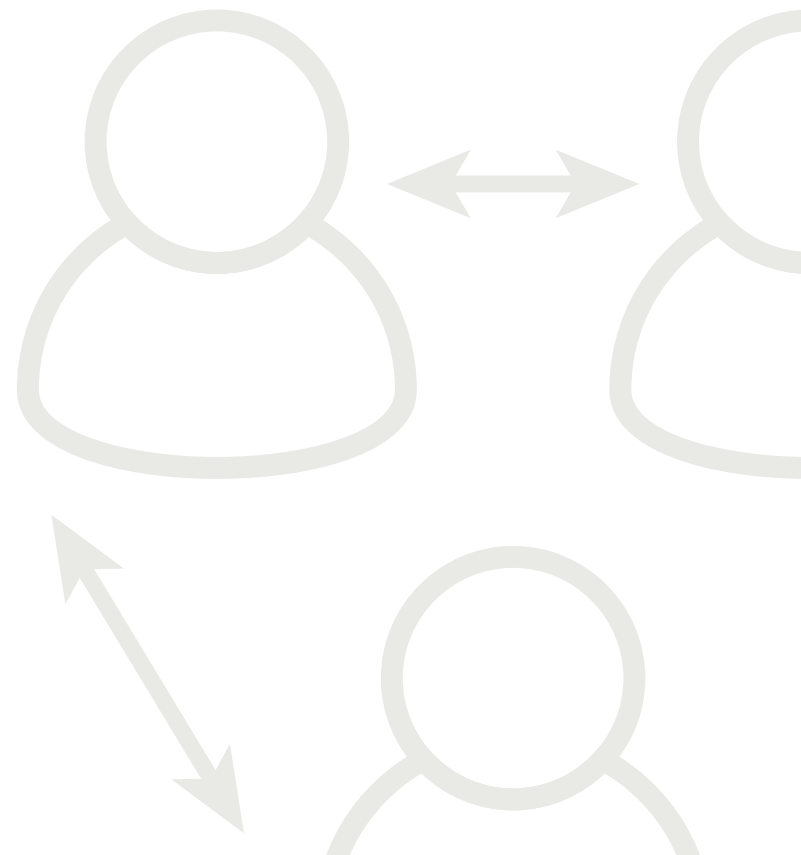
- In the restaurants, we will increase the distance between tables and limit total capacity to avoid crowding.
- The buffets will be redesigned, incorporating individual portions and staff serving the food to avoid it being handled by customers.
- The food and beverage menus will also be available to customers in QR format to avoid handling.
- Dishes, cutlery and glassware will be washed at 80° C and protected to prevent unnecessary handling.





Entertainment

- Our staff will receive specific training to carry out activities in small groups.
- The activities for children will be held outside and avoiding contact.
- All the material used will be sanitized after each use.





Staff

- All of our employees will receive specific training from our external partners on the procedures and implementation of the new hygiene measures.
- We will protect all of our employees using personal protective equipment (PPE).



