

## **SAFETY AND HEALTH PROTOCOL**

The California Garden Hotel and the California Apartments have established an action plan following the indications of order SND / 399/2020 of May 9, 2020 of the Ministry of Health in collaboration with ICTE.

### **GENERAL MEASURES OF PREVENTION HOTELS AND APARTMENTS CALIFORNIA**

The personnel of our establishments have received information and training in preventive measures from Covid 19 to guarantee all protocols.

Each staff member have the necessary safety equipment for their job position.

Staff temperature and health controls are carried out, with a responsible declaration of not having been in contact in the last days with any affected person.

The staff will maintain social distance from guests and coworkers, avoiding any physical contact.

The limited capacity of common areas and elevators are marked with signage.

Signage on preventive protocols placed in risk areas.

We provide gel, gloves and masks in different areas of the establishment.

### **RECEPTION**

Guests temperature control at the entrance of the Hotels by an infrared thermometer. Anyone showing a temperature above 37.5° along with the rest of its reservation members will not be allowed to access the hotel

Laying disinfectant mat for footwear and suitcase wheels.

Security screen.

Safety distance signals.

Hydroalcoholic gel on each counter.

Continuous disinfection of the material delivered to clients(cards, keys ...)

Delivery of basic prevention information and rules for the use of the areas of the establishment.

Reinforcement of cleaning and disinfection of furniture (counters, knobs, handrails ...)

### **ROOMS AND CLEANING**

In the laundry, the recommended cleaning and disinfection protocols are followed at more than 60 degrees for bed and bath linen.

Hotel staff will not access rooms with clients inside, and will use disposable masks, gloves, and cleaning materials.

We will try to leave the rooms empty 24 hours after the client's departure for greater security, if it is not possible it will be disinfected by spraying with virucides recommended by the health department.

The client may waive the daily cleaning service during their stay if they consider it convenient or safer. In this case you will be provided with the change of towels safely during your stay.

Daily cleaning of air conditioning filters.

### **RESTAURANT AND BAR**

Mandatory use of hydroalcoholic gel before accessing.

1.5 meters space between tables at the cafeteria and restaurant.

Signage on the ground to respect the safety distances in accesses where queues form.

The services will be in shifts.

The buffet will be assisted to avoid manipulation of food and utensils, except for individual presentations.

Extensive temperature control in washing trains.

### **POOL**

In swimming pools and terrace areas, social distances and permitted capacity must be respected. Furniture is not allowed to be moved.

Water treatment following the usual protocols.

Continuous and exhaustive cleaning of the terrace and pool area.

If necessary, by capacity, an hourly control and reserve of hammocks would be established for hours.

### **MANTENAINCE**

The technical service staff will not access a room or apartment with customers inside. After its work in the room, it will be disinfected.

### **CLOSED SERVICES**

The following services will remain closed due to the difficulty of maintaining social distances and an adequate health security policy: entertainment, children's leisure area, gym, spa, billiards and arcade machines.