

# Safety & Hygienic Measures Covid- 19



# Always committed to the well-being of our customers and employees



Dear Guest,

We have prepared this guide to summarize the main measures we have implemented at the Gran Hotel Sóller to guarantee a safe holiday while ensuring a safe working environment for our staff.

Please read them before your arrival at our hotel to find out what we are doing and to respect some basic rules instructed by the Spanish Ministry of Health.

As you will see in the next pages, we have reduced the capacity to ensure social distancing in our common areas (Min. 1,5 meters). For this same reason, we might have to implement a reservation system for the pool area, restaurant, spa and gym at times of greater occupation.

We apologize for the inconveniences this may cause you and we appreciate your understanding: your well-being and safety as well as that of other guests is our priority. We also want to remind you that while the capacity of our common areas will be reduced, the unusual situation we are experiencing this season has greatly reduced the number of tourists on the island, giving you a unique opportunity to enjoy all that Mallorca has to offer you with much more space and tranquility.

We wish you a very happy holiday.

Should you have any question, contact our reception: [info@granhotelsoller.com](mailto:info@granhotelsoller.com) Tel. +34 97163 86 86



# General Measures

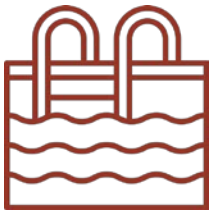


- ❑ All our employees have received specific training for the prevention of Covid- 19 contagions.
- ❑ We have set up an internal committee to oversee the implementation of our Covid- 19 prevention protocols.
- ❑ All our staff have the necessary PPE's to be able to carry out their work safely.
- ❑ We have reduced the capacity of all our common areas and placed signage to ensure the minimum distance of 15 meters between people at all times.
- ❑ We ventilate several times a day all the common areas of the hotel as recommended by WHO.
- ❑ We have put up information posters in the common areas to remember the prevention rules and recommendations.
- ❑ There is hydroalcoholic sanitizer at the entrance of the hotel as well as in all common areas for all our guests
- ❑ We have created a directory with the contact details of assistance and emergency services at your disposal.
- ❑ All hotel staff will wear a mask whenever the minimum distance of 15 meters cannot be respected.
- ❑ The hotel staff will check their body temperature daily and will not come to work in case of any symptoms.
- ❑ In case of symptoms during your stay, we inform you that you must self- isolate in your room and contact reception, from where we will help you with everything you might need.



# Measures at Reception

- The maximum capacity at our reception is 2 people, or a family unit, at the counter. In case you find the counter occupied, please wait your turn in the library or in the bar area.
- Hand sanitizer is available at the reception desk and you are welcome to use it frequently.
- Masks and gloves are available for our customers on request.
- We have installed methacrylate or glass screens to improve protection between guests and staff.
- We have signposted waiting distances to avoid crowding and to know where to position yourself.
- All room cards are disinfected after being returned to reception.
- We frequently clean and disinfect the reception desk and all contact points.
- We have removed all paper information material and make it available on our website. If you need additional information, our reception staff will be happy to assist you.
- Whenever possible, we promise to leave rooms free for a minimum of 24 hours before they are assigned again.
- We have digitized most of our processes but you will still need to check in and out at the reception desk. We will minimize contact by using a mobile passport scanner.
- We recommend contactless payment by credit card. Our staff will disinfect the terminal after each use.



# Measures in Common Areas

- ❑ The maximum capacity in our common areas (pool, terrace, bar, lobby, spa and gym) will never exceed 75% of its usual capacity and the minimum distance of 150 meters between customers will always be respected.
- ❑ To ensure these minimum distances, we have reduced the number of sun loungers in our pool area. Please note that, depending on the hotel occupancy, we may implement a reservation system, in which case our reception staff will inform you duly upon your arrival at the hotel or during your stay.
- ❑ Our common toilets feature drying paper dispensers or hand dryers. Towels have been removed and we will perform a minimum of 6 cleanings per day.
- ❑ Increased frequency of ventilation during the day of all common areas.
- ❑ We have also increased cleaning and disinfection frequencies, especially at the points of greatest contact.
- ❑ Please note that the use of the elevator is restricted to 1 single person or 1 family unit at a time.
- ❑ The maximum capacity of the gym is 4 people. A usage list is set on reception. Guests are advised to use a towel while using our facilities and fitness equipment.
- ❑ The hotel will proceed to clean and disinfect the gym a minimum of 3 times a day and a hydroalcoholic solution and paper is available at all times to guests so that they can disinfect their machines.
- ❑ We recommend frequent washing and/or hand disinfection, particularly when accessing communal areas. You will find hydroalcoholic gel at your disposal at different points in our facilities.



# Measures in Rooms

- We inform you that following ministerial guidelines, our cleaning staff will not be able to provide the service in the rooms while the customer remains inside.
- We have tightened cleaning and hygiene protocols in the rooms in accordance with WHO indications. We exclusively use virucide products authorized by the Ministry of Health.
- Our cleaning staff has been trained to implement the new prevention and hygiene protocols.
- We have reduced the textiles of the rooms leaving only the essentials to facilitate their disinfection. Following this, we have removed extra blankets and pillows from the closets. Please request them from reception if desired.
- The bathrooms have a pedal-operated lid with a double plastic bag. Please use them for all hygienic type waste such as disposable gloves or masks.
- We have reduced the information leaflets in the rooms to the minimum. The ones you'll find, are plasticized and disinfected after each outlet.
- All textiles in our rooms are washed at temperatures above 60°C.
- Rooms are ventilated daily by our cleaning staff and especially before every check-in.



# Measures in Restaurant and Bar

- ❑ We have reduced the capacity of our restaurant and bar to ensure the safety distance between customers.
- ❑ We have separated our tables and chairs to ensure a minimum distance of 15 meters between clients.
- ❑ All of our F&B staff have received specific Covid- 19 prevention training.
- ❑ We have removed our breakfast buffet and replaced it with an attractive breakfast menu served directly at your table by our waiters.
- ❑ We offer the possibility to receive your breakfast (Continental) in the room at no extra cost and upon prior reservation.
- ❑ Please note that the use of the restaurant is subject upon prior reservation. If necessary, shifts will be established to ensure access to the service for all guests who request it.
- ❑ At the entrance of the restaurant and bar, guests will have available hydroalcoholic sanitizer. We urge our customers to use it.
- ❑ All tablecloths will be disposable and if textiles are used during the service, they will be changed after each use.
- ❑ We disinfect our tables and chairs after each use.
- ❑ For safety reasons, please wait to be taken care of by a waiter before taking a seat.



# Measures in Restaurant and Bar

- All our menus are plasticized and disinfected after each use. You will also find them on our website, and you can check them by scanning the QR codes that you will be offered.
- All food is disinfected before its storage and preparation, following the strictest hygienic protocols.
- We work in collaboration with an external food safety and public health company that certifies our food handling processes.
- We have signaled the passage zones as well as the waiting areas/queues to avoid possible crowds.
- All our crockery and utensils are washed at temperatures above 80°C.
- Should you request our room service, the waiter will leave the trolley in front of your room. Please leave it outside your room again once you are done. Both the cart and the utensils have been previously disinfected.
- We have removed self-service products such as oil or vinegar bottles and replaced them with single dose alternatives or served at the table by our staff.
- Guest will also be served at the bar counter, not only directly on their table, always respecting the minimum safety distance of 1.5 meters.



Together we can make your holiday in the Gran Hotel Soller truly...

# safeholidays

# Thank you!

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