COVID-19
SECURITY AND HYGIENE PROTOCOL
Your only concern should be enjoying...

In Hotel Cala Sant Vicenç we have created our own action and prevention protocol in accordance with the recommendations of Health Authorities. We have increased all the sanitary measures to ensure that being our guest is a safe experience.
Health and security for staff and collaborators

Staff specific training
Our staff are receiving continue training to apply the protocols and the adapted security processes to prevent COVID-19 infections.

Security and hygiene measures in working place and rest zones.
All working and rest places are disinfected after every turn. To ensure the safety distance staggered in and out shifts are organized.

EPIs
All the staff is provided by EPIs appropriate for the safe task development.

Required equipment for suppliers
All our suppliers access to the hotel following the necessary safety rules.
Common Places and Elevators

**Elevators**
Shared use is only allowed for people that share the same room or reservation.

**Gym and SPA**
The capacity is limited and it is only available with an appointment to ensure the safety distance.

**Swimming Pool**
The capacity is limited in the swimming pool and in hammocks to ensure the safety distance.
Maintenance and water control is intensified.

**All Common Places**
Hygiene measures are increased, increasing the cleaning frequency.
More hydroalcoholic dispenser points. Mandatory use of mask.
Front Desk

**Social distance**
Protection screens installed in the front desk, signage with separation marks on the floor.

**Payment**
Preference in the payment with credit card or mobile phone.

**Signals**
The information is written in paper for the guests under petition and it is also available as PDF by mail.

**Keys, pens and dataphones**
All keys and essential tools for the front desk work are sterilized after every use. We don’t keep the guests keys during their stay.

**Cleaning**
Cleaning and disinfection increased in all the surfaces.

**Prevention kits**
The guests could get prevention in reception (mask and gloves)

**Customer Support**
Our staff has health services telephone numbers. They have also customer support protocol in case you would need medical assistance.
Rooms

House Keeping
Thorough cleaning, increasing the disinfection frequency of the highest contact surfaces. New cleaning products approved by the health authorities have been incorporated. The guest can decide to use or not the cleaning service during their stay. Room cleaning will be done in the absence of the client. Staff trained in prevention protocols.

Maintenance service
It will be done in the absence of the client (if it is possible). In case the client stays in the room, a mask will be used. Before entering the room, disposable gloves will be used and they will be discarded upon departure.

Laundry
Protocols have been established with the laundry company to guarantee the correct provision of the service, as well as the delivery and collection of clothing.

Paper and paper bin
All paper in rooms has been removed, signage has been minimized, and only the bathroom wastebasket with lid and foot pedal has been retained.

Blankets and extra pillows
They are under petition in the reception.

Water and air conditioning
All the hot and cold water pipes, tanks and output points have been cleaned and disinfected. The filters of the Air Conditioning/Heating system have been sanitized. The analytical control was carried out according to the sampling plan established by the health authorities.
Restaurant Services

**Capacity**
Limited capacity with 2 meters distance between tables.
To guarantee social distance, use of the restaurants can only be done with under reservation. Shifts will be established to guarantee the service to all customers who request it (If needed).

**Cleaning and Hygiene**
Hydroalcoholic gel at the entrance.
Table and chair disinfection after use.
Disposable tablecloths are prioritized.
In the case of conventional tablecloths, it is completely changed after use.
After each service, the entire area will be cleaned and disinfected with special attention to proper ventilation.

**Service**
Table service and assisted buffet will be prioritized.

**Menu**
Shared menus will be removed and will be replaced for one use paper.