



HOTEL CALA SANT VICENC

The background is a photograph of a resort swimming pool area. In the foreground, there are several lounge chairs with blue and white striped towels. In the middle ground, there are three large white patio umbrellas. The pool water is a clear, bright blue. The entire image is overlaid with a semi-transparent green filter and features large, out-of-focus palm fronds in the foreground and background, creating a tropical atmosphere.

**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

A large outdoor swimming pool at night, illuminated with blue lights, surrounded by palm trees and a building. The pool is the central focus, with its water reflecting the lights. In the background, there are several tall palm trees and a building with a red facade. The sky is a clear, light blue, suggesting dusk or dawn.

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