



ADH
HOTELS & RESORTS

**ANTI COVID-19
PROTOCOL**



ADH HOTELS & RESORTS GUARANTEES YOUR SAFETY AND COMFORT

Guarantee the safety and comfort of our clients has always been a maxim in our company.

Now more than ever it is our top priority.

For this we have created a protocol whose objective is to guarantee the health and safety standards in the hotel establishments managed by ADH Hotels & Resorts and to offer our guests a safe and comfortable stay.

In rigorous application of the recommendations of the Institute for Spanish Tourist Quality (ICTE) and the Ministry of Health of the Government of Spain for the prevention of Covid-19, we have introduced a set of hygienic-sanitary measures that include, among others, training certified by our employees, the use of personal protective equipment, intensive disinfection of facilities, redesign of public spaces and digitization of operations and services. Measures that guarantee social distancing and the safety of our clients.

Some measures may modify the usual offer of services of our hotel, but at Adh Hotels & Resorts we maintain our vocation of service to offer our guests a pleasant stay, with the quality standards that distinguish our company, providing tailored solutions for a satisfactory experience, appealing to individual responsibility as an essential commitment in this new reality that we temporarily attend.





WELCOME

CHECK-IN

The **entrance** to the hotel will be **clean and safe**, thanks to the use of disinfectant on doormats, doors and other access points. The **elevators** will be for **individual use**, for the exclusive use of each client and their companions.

Guests will find **hydroalcoholic gel** at their disposal in reception and other common areas, and they can purchase a **mask** at reception at any time.

At the reception desk you will be attended **individually**. Our staff will take care of disinfecting the handles of suitcases, backpacks and other items of **luggage** and will transport clean luggage to the door of the room, when luggage service is available at the hotel.

For any eventuality, a **medical service** will be available for guests with assistance at the hotel.

If the check-in has not been done **electronically**, the reception team will do it diligently and, together with the registration documentation and the room key, our guests will be given a sheet with all the **special security and hygiene measures** introduced into the hotel. This information will also be available in visible places in the hotel and on the TV system in the rooms and common areas.

The reception team will provide all the necessary information that our guests should know, as well as information on the **opening hours** of the facilities and how to proceed in each case for their use and enjoyment. At this time, if you wish, you can book restaurant services, such as breakfast, lunch or dinner. You can also **book a day and time** for spa treatments, use of the gym and other sports facilities when the hotel you are staying at has these services available.

Committed to **collective safety** from **individual responsibility**, our guests will be informed about rules of conduct and use of public spaces that must be observed during their stay. **Our staff will be available at all times** to answer any questions.





ROOMS & SUITES

In the rooms, an **exhaustive cleaning system** will be followed, guaranteeing a safe environment and the greatest comfort for our guests, who will be able to **control the cleanliness and hygienic measures applied in their stay** through a document detailing how each object in the room has been cleaned. Temporarily, the rooms will dispense with superfluous decorative elements, such as rugs, crockery, etc.

Prior to their arrival, **we will notify our guests of their room number**, which will be prepared for their use and enjoyment with all hygienic guarantees 48 hours in advance, and will remain closed until the client opens it upon arrival.

RESTAURANTS & BARS

Our guests and clients will continue enjoying the gastronomy in our restaurants, with the **quality** of always and an excellent service, **assuring the social distance**.

Upon check-in, the hours of our restaurants will be provided and guests will reserve a closed schedule for their breakfasts, lunches and dinners during the stay, which will be **served at the table by our room staff**, prioritizing the use of tablecloths and napkins of paper and single-dose containers of sauces and other condiments. The tables will temporarily dispense with any decorative element.

Our bars remain open to the public. Customers can order at the bar, keeping the security distance, and enjoy their drink or snack in the lounge or on the outside terrace of the bar. As in restaurants, **identical hygiene and social distancing measures are applied**. In the Pool-Bar, it will be essential to book.

Restaurant and bar menus will be disinfected or discarded after each use.





SPA & GYM

Relaxing and feeling good is possible in the spa, where our guests can continue to enjoy our menu of treatments.

All the material will be sterilized and our guests will decide when to enjoy the treatments by reserving them in advance.

In the gym and other sports facilities, the same **hygienic and social distancing measures will be applied**, allowing our guests to keep fit during their holidays and continue with their usual training rhythm with a **capacity limitation of two people**. When the facilities allow it, the **machines will be moved outdoors** to continue training in the open air.

POOL

Our clients will be able to continue enjoying a refreshing swim in the pool and on sunny days. For this **we have organized the hammocks in groups of two, guaranteeing the safety distance** at all times and offering them a safe and pleasant environment.

In the sunbeds it is **essential to use a towel**, which our guests will find at their disposal in the room. The towel service at the swimming pool is temporarily suspended.

The water, like the rest of the elements in the pool area, such as showers and Pool-Bar, will be **properly treated, guaranteeing a safe bath** with all the necessary **hygienic measures**.



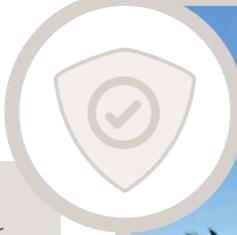


CHECK-OUT

Like the check-in, it will be carried out **diligently and in an orderly manner**, **avoiding unnecessary queues** and waiting and **implementing telematic actions** such as sending the invoice by email. In this way, our guests will only have to go through reception to return the key.

All devices used during the check-in and check-out process, such as dataphones and pens, **will be disinfected after each use.**

DURING THE STAY



The safety of our guests is vital to our company. For this reason, in the hotels and resorts managed by Adh Hotels & Resorts, all the necessary measures have been activated to **make them feel safe and comfortable during their stay.**

These measures may alter the experience, but they are **necessary to guarantee social distancing and the well-being of all:** the clients and the employees of our company.

Thus, our staff, in all operational areas of our hotels and resorts, have received **certified training** for the **prevention of Covid-19** and the diligent action in the event of any contingency, and will attend to customers at all times with **personal protective equipment**, avoiding physical contact, an obligation for everyone nowadays. We wish to transmit you safety and confidence, and that this unusual summer will also be a satisfactory one.

We look forward to seeing you all at our hotels and resorts in paradisiacal destinations such as Ibiza, Mallorca and the Costa del Sol.





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