



DOÑA MARÍA
HOTEL
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COVID-19 SAFETY PROTOCOL

1. INTRODUCTION

COVID-19 is a disease caused by the coronavirus SARS-CoV-2, a virus first detected in December 2019 in Wuhan City in China. The most common symptoms caused by the disease are fever, cough and feeling short of breath. Other symptoms may include: tiredness, pains, dripping nose, sore throat, headache, diarrhea, vomiting. Some people lose their sense of smell or taste.

The incubation period is a maximum of 14 days. More severe cases usually occur in older people or those with other conditions, such as chronic diseases, such as heart, lung or immunity problems. In children it usually presents asymptomatic and with mild symptoms.

From the Hotel Doña María we have followed the recommendations and standards established by national and international bodies to guarantee the health and safety of our customers and workers in the face of this virus. What's more, we even have a Health Insurance to cover any possible medical assistance of our clients during their stay at our Hotel.

We detail bellow the rules that will affect you in your stay in our Hotel, and although some services may be altered, we assure you that your stay will be as safe as possible within the comfort and satisfaction we always seek for our customers. We thank you for your collaboration and understanding.



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2. GENERAL RULES AND MEASURES

- Duty to maintain social estrangement of 1.5 meters as far as possible with staff and /or other clients.
- Hand hygiene is the main measure of infection prevention and control. Wash them periodically and especially after coughing, sneezing, blowing your nose or touching potentially contaminated surfaces. Gel dispensers are available at the hotel's entrances, as well as in public areas.
- Respiratory hygiene measures:
 - When coughing or sneezing, cover your mouth and nose with a handkerchief and throw it into a trash can with lid and pedal. If no handkerchiefs are available, use the inside of the elbow to avoid to contaminating the hands.
 - Avoid touching your eyes, nose or mouth.
- Avoid greeting and physical contact between workers and customers. Avoid hugs, kisses or shake hands.
- Informational posters of standards and publication in the different units of the Establishment.- Special disinfection mats are available at the entrances to the Hotel.
- Mandatory the use of the mask well placed for access and stay in all the common areas of the Hotel, according to the standard prepared by the Junta de Andalucía

2.1 RULES AND MEASURES IN RECEPTION

- Maximum capacity is established in Reception and minimum distance between customers – clients through separator tapes, and between customers – staff by bulkheads. The hotel staff will monitor for the maximum capacity.
 - Attempt not to exchange objects between customer and worker, (e.g. payment cards, banknotes, pens, mobile phones, etc.). If this happens, a hand disinfection will be performed.- Checkin-on-line is encouraged through access sent from reservations.
 - Encourage contactless card payment (for all hotel services) POS disinfection after each use.- Deposit keys delivered by customers in a container with disinfectant.
 - There is no parking service temporarily, as valet parking is not possible.
 - The client has information Health Centers, Firefighters, Local and National Police (hours, telephones and location).
 - You can request in Reception Mask and Gloves if you wish.
- ### 2.2 RULES AND MEASURES IN COMMON AREAS-
- Capacitys are determined by signage.
 - The client has Disinfectant Gel at the entrances of the spaces and at the exit of the common toilets.
 - Common Toilets are cleaned and disinfected periodically, leaving records of procedures. Please respect the maximum capacity established, if possible maximum occupancy of 1 person unless you require assistance.
 - Trash with double bag and without manual actuation.
 - As for the lifts, their use will be limited to the minimum essential and the stairs will preferably be used. When it is necessary to use them, please use them only by the family unit or in those cases of people who may need assistance, and always with the mask on.
 - The Hotel has an obligation to ensure that customers keep their safety distances.

2.3 RULES AND MEASURES IN THE POOL

- The maintenance of the pool is carried out following the established Self-Control Protocol.
- The maximum capacity allowed in the pool will be 50% per cent, therefore it will be 6 people bathing at the same time and 28 people in a sunbed area. Hotel staff may temporarily close access to meet the capacity.
- Always respect the safety distance between users, keep your personal items within your space, and not occupy different areas of sun loungers.
- The mask must be used to access the swimming pool as well as to go to the access or the Bar area.



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2.4 RULES AND MEASURES IN RESTORATION SERVICE

- In the Terrace and Bar service, the menus are replaced by QR code with the letter for reading by the mobile. The customer also has wall posters for consultation.
- The customer access space will be dimensioned to avoid crowds, and the bar space will be dimensioned using separating tapes so that customers can keep their distance safe. The property's staff will ensure your compliance.
- The waiter makes use of the corresponding IPES to serve.
- For Room Service the customer must also wear a mask when the waiter enters the room. - In the Breakfast service the Buffet has been replaced by assisted service in Mesa.
- All dishware material, including trays and beech bells, is hygienized by dishwasher or equivalent.

2.5 RULES AND MEASURES IN CLEANING AND MAINTENANCE SERVICE

- The staff of the flooring and cleaning area do not agree to provide service in the rooms while the client remains inside, except for justified cause. You will wear minimal mask and vinyl/acrylonitrile gloves.
- There is a cleaning and disinfection protocol for the rooms. Bed linen and towels are washed by external laundry that complies with all established protocols.
- The maintenance staff will enter the room when the customer is not in the room unless cause justified.
- Personnel are protected with the individual protective equipment defined.