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Your peace of mind,  
**our goal!**

#TimetoCare #StaySafe #KeepSafe

SAFE ESTABLISHMENT PROGRAM



## SAFE ESTABLISHMENT PROGRAM

At Estival Group we know that the health and well-being of our customers and employees is the most important thing. This is why we have created this manual where you'll find information about our protocols of action.

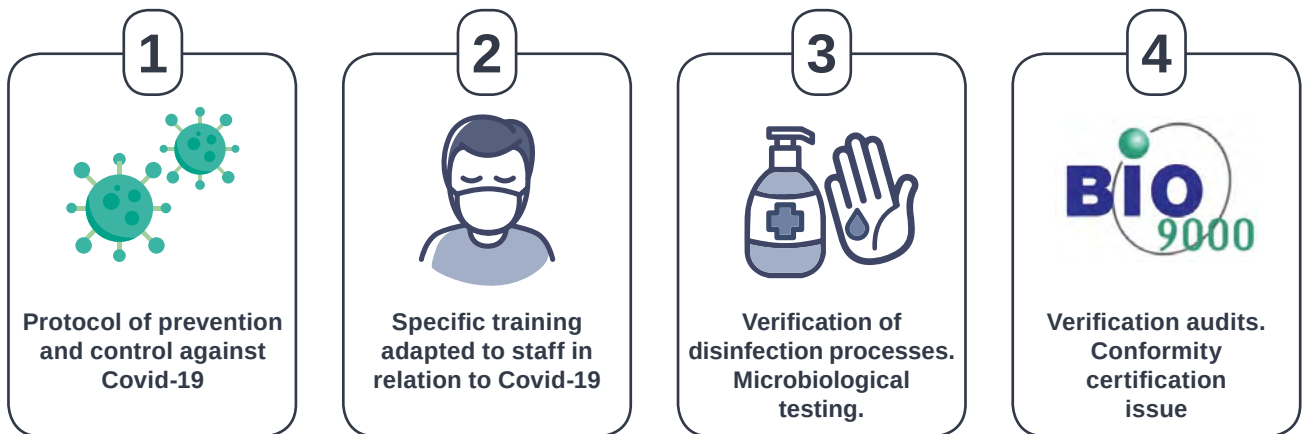
Our protocols have been created by Estival Group professionals in collaboration with the audit company **Bio9000**, an international firm with more than 25 years of experience in the strategic consulting sector, in order to implement corporate protocols of preventive action, designed following the recommendations of WHO, ICTE and other competent authorities.

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## SAFE ESTABLISHMENT PROGRAM

The Safe Establishment Programme has been specifically adapted for the reopening of tourist establishments within the framework of the current Covid-19 pandemic and supported by four key points:



## PROCESSES AND MEASURES TAKEN

**TRAINING.** Training of our entire team in the new protocols.

**AUDITS.** Verification of the successful implementation of the new protocols.

**PROTECTIVE EQUIPMENT.** In order to carry out all established protocols.

**HAND SANITISER GEL.** Available to our customers and employees.

**SAFETY DISTANCE.** Control and improvement of the safety distance.

## SAFE ESTABLISHMENT PROGRAM



### STAFF

- We have trained and equipped our workers with PPEs.
- We carry out preventive control tests to our employees.
- We take body temperature readings.



### RECEPTION

- In the Hotels, we have implemented an online pre-check-in service for bookings made through our web portal [www.estivalgroup.com](http://www.estivalgroup.com)
- Installation of screens and/or other measures of social estrangement.
- Additional hygiene measures in reception spaces.
- Installation of marks on the floor to ensure a minimum safety separation.
- In all our hotels, magnetic cards in the rooms are disinfected prior to delivery.
- Prioritisation of contactless credit card payments.

## SAFE ESTABLISHMENT PROGRAM



### CHILDREN'S AREAS

- They can only be opened if allowed by health authorities.
- Limitation of capacity to the legal maximum.
- Installation of hand sanitiser dispensers.
- Informative posters.
- Ventilation in closed spaces for 2 hours before new customers arrive.
- Disinfection of the room at the end of the shift.
- Suspension of nursery service.



### COMMON AREAS

- We have reinforced the cleaning workforce and significantly increased the cleaning frequency.
- We limit the capacity in certain areas.
- Hydroalcoholic gel available in the common areas.
- Daily ventilation of all the common areas before customers arrive.
- Informative posters showing the rules and preventive measures of self-protection.
- At hotels, the bins must have a non-manually operated opening and have a double inner bag inside.

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### ROOMS

- Use of cleaning products with virucidal effect, recommended specifically for disinfection of COVID-19.
- Disinfection of rooms prior to the arrival of new guests.
- Increase in the disinfection frequency of the surfaces with the highest contact, such as switches, knobs, doors and taps.
- Washing of clothes and textiles with special temperature programs and products with virucidal action that guarantee maximum hygiene.
- Cleaning staff wears face masks at all times and performs glove changes after each room.
- Our staff carries out hand hygiene before and after cleaning a room.



## SAFE ESTABLISHMENT PROGRAM



### RESTAURANTS, TERRACES, BARS AND BUFFETS

- We sterilise dishes and cutlery through cleaning practices and products recommended by health authorities.
- At the hotels, we implement a buffet service adapted to current regulations at all times with a significant increase in single-dose products.
- Hydrogel hand disinfection is mandatory at the restaurant entrance.
- Digitised menus with a QR code are available to customers in bars and restaurants.
- A safety distance is kept between tables and the capacity is limited according to the criteria established by the health authorities.
- At the hotels, plastic gloves are available and the use of a mask is mandatory in the areas of Buffet and show cooking that are kept in self-service.
- Tables are disinfected before its use by other customers.
- At the hotels we offer the possibility of enjoying 4 types of breakfast in the room through the take away service or room service (supplement).

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### SWIMMING POOLS AND ANIMATION

- Limited capacity in the pool area.
- Installation of hand sanitiser dispensers in the perimeter.
- Suspension of the use of playground equipment such as inflatable balls in swimming pools.
- Disinfection of the deckchairs periodically.
- Placement of informative posters.
- Verification of the proper functioning of water treatment systems in the swimming pool.
- Analysis of the water in swimming pools in the laboratory.
- We have adapted the leisure and entertainment offer to comply with the preventive security measures set by the health authorities.

