

COVID-19 SAFETY, HEALTH AND CLEANING PROTOCOLS HOTEL LOS ROBLES

Our clients, their health and well-being are our top priority.

To do this, we have taken a series of measures and protocols for cleaning, hygiene and additional physical distancing to ensure the safety of our guests and that of our entire human team.

These measures follow the recommendations of experts in health and hygiene, of the health authorities and the World Health Organization.



PREVENTIVE CLEANING AND SAFETY MEASURES

At TORSEHOTELES we work with demanding cleaning and hygiene standards. Additionally, we have reviewed our processes, expanding the measures of disinfection and its frequency, to cover the new health circumstances and current security.

These processes are applied in all areas of the hotel to guarantee our clients a safe stay.

We will explain them to you below for your knowledge and peace of mind.



IN THE ROOMS

- We wash bedding and towels in certified laundries, guaranteeing their washing above 60°.
- We eliminate decorative elements (cushions, plaids, quadrants, bedspreads) as a measure of sanitation.
- We disinfect the surfaces, furniture and all elements of the room and the bathroom sink with approved disinfectant products and with the maximum guarantee for health.
- We reinforce the cleaning protocol with special attention to items with high contact level: telephone, knobs, taps, etc.
- We deposit the television remote in the room inside a sealed bag, previously disinfected.
- We increased the ventilation time during the cleaning process of the rooms.
- We substitute reusable items for disposable items such as the hygienic cup in the bathroom.
- We eliminate non-essential printed matter and magazines from the rooms, such as, hotel directory, notepad, etc.

- We eliminate non-essential amenities, such as, comb, shower cap, set dental, sewing box, etc., however, if necessary, you can request them at reception.
- Cleaning trolleys are cleaned and disinfected after each daily use.

To ensure the correct application of these measures, we have established specific supervision and verification controls.



IN RECEPTION

- We carry out a continuous cleaning of the elements, devices, surfaces and furniture that can be in contact with our customers.
- We disinfect all room cards to provide them fully sanitized.
- We implement new security and physical distance elements:
 - * Methacrylate screen on the counter.
 - * Distance marks between clients and with reception staff.
 - * Placement of a special key collection box that avoids contact between persons.
- We inform of the conditions of service and prevention measures established requesting an explicit acceptance from the client.
- Information measures applied:
 - * Information board with hygienic sanitary measures.
 - * Digitized information about the hotel's services and hours, as well as other information of interest in the destination through QR codes, which will be in visible places for your consultation.



IN RESTAURANT AND BAR

- Breakfast, lunch and dinner: customers can enjoy show-cooking and buffet, we will offer this service complying with the protocols established for use by the Valencian Community Health and Public Health Department. Depending on the occupation, the capacity will be managed in shifts.
- Children under the age of 12 must remain at their assigned table. To choose the buffet products must always be accompanied by an adult.
- Both hotel staff and customers must wear masks inside the restaurant, except when consuming.
- If the hotel occupancy is 20% or less, the restaurant service will be at the menu or buffet reduced in quantity, but maintaining variety.
- They will be able to consult the letters through QR codes, which will be in visible places for their information.

- We eliminate, in the restaurant and bar area, decorative elements and we maximize the cleaning and disinfection of dishes, cutlery and glassware.

- We carry out continuous cleaning and disinfection of the surfaces and furniture that they can be in contact with our clients. As well as, the ventilation of the spaces to ensure air renewal.
- We rearrange the furniture in the restaurant, bar and terrace areas to comply with the recommended physical distances, ensuring a physical distance of 2 meters between the tables.



IN OTHER AREAS OF THE HOTEL

It is our responsibility to comply with the standards indicated by the agencies competent for the benefit of protecting the health of our customers and employees. Please pay attention to the indications in each area.

- We include hydroalcoholic gel in all common areas of the hotel, such as places of passage and in those facilities of intensive use by clients.
- The use of a mask is mandatory in all common areas of the hotel.
- We have cleaning service from 8 a.m. to 11 p.m. of the common areas.
- The mini-club service will be suspended.
- To access the pool, an appointment will be required. Therefore, an appointment must be organized, outside of which you will not be able to stay in at the pools' premises.
- We will have a person who will sanitize each hammock after use, the space required by regulations will be left between the hammocks. At the end of the day, the pool area it will undergo a general disinfection process.



COMMITTED TO OUR TEAM

HYGIENE: Hand hygiene is considered one of the most effective measures to prevent the spread of germs and prevent the spread of COVID-19. We urge employees and recommend customers to frequently wash their hands with water and soap. Sanitizing gels are available in work areas for regular use.

PREVENTION: Our team uses protective measures such as gloves, masks and screens.

TRAINING: All our employees have received specific hygiene and safety training against COVID-19.

EMPLOYEES AREA - BACK OFFICE: in staff work areas we have applied the same reinforcement in hygiene and safety measures, as well as, the same rules of distancing.



WE RECOMMEND OUR CUSTOMERS

- Hand hygiene is considered one of the most effective measures to avoid the spread of germs and prevent the spread of COVID-19. We would like to remind you wash your hands frequently using soap and water. There is disinfection gel in the common areas for use on a regular basis.



- Cover your mouth when coughing or sneezing with your elbow or tissues.
- Respect the physical distancing measures incorporated in the hotel by exceptional signage, protection screens and furniture reorganization.
- The use masks is mandatory in all common areas of the hotel.
- To tend to the information provided in different parts of the hotel on the measures of established prevention.