

COVID-19 protocol – Grupo Blaumar establishments

This year, in order to offer the utmost protection against COVID-19, we have expanded and reinforced our protocols by applying the safety measures developed by the Technical Committee of the ICTE (Spanish Tourism Quality Institute) in conjunction with CEHAT (Spanish Confederation of Tourist Hotels and Apartments) and sectoral organisations, which have been validated by the Ministry of Health.

Here are some of the measures we've implemented:

Hotel and personnel

- We have created a work team to manage risk and update the plan on special COVID-19 safety measures.
- Our entire staff has received compulsory ICTE training and all the information they need to prevent COVID-19 and ensure safety, and they have signed a liability document.
- All the products and raw materials received at the hotel undergo strict quality and safety controls before entering our facilities.
- We have changed the layout and adapted the furniture and equipment in the communal areas to ensure the required social distancing.
- We have reinforced our cleaning protocols for places that are frequently touched and handled by applying authorised disinfecting products.
- Our staff will be equipped with the appropriate PPE (mask or protective screen) at all times, including when they enter your room.
- We have prepared a free welcome pack with hand sanitiser and a mask which you will be given at the reception desk when you check in.
- We have placed hand sanitiser dispensers at different points around the hotel.
- Payment with credit card or room charges is obligatory at all points of sale in the hotel (pool bar, restaurant, etc.). Cash will only be accepted at the reception desk.
- All the informative materials on paper (restaurant menus, information in rooms, etc.) have been replaced with digital information (QR codes and/or links to the website).

Restaurant

- Our dining staff will assist you at the entrance to the restaurant at all times by dispensing hand sanitiser and leading you to your table.
- Assisted buffet: Our staff will serve you food individually when you dine at the buffet.
- The entrances and routes through the restaurant have been marked to ensure a safe distance among diners and tables.
- The dining hours and areas will be expanded and/or adapted to the number of diners in order to avoid overcrowding according to each room's capacity.

Rooms

- The cleaning protocols reinforce room ventilation and disinfection using approved products on the usual contact surfaces (doorknobs, remote control, hangers, dispensers, toilet, etc.).
- We will only enter your room when you are away.

Swimming pool

- The lounge chairs have been placed in the sunning area in such a way to maintain a safe distance between them.
- All the usual contact surfaces and equipment in the pool area are frequently disinfected by our staff.
- We constantly check the water quality according to the provisions of Royal Decree 742/2013.

Gym and spa

- For safety reasons, this year the gym and spa will remain closed to the public.

Entertainment

- All the activities in the entertainment programme will be held outdoors, if possible.
- If it is impossible to maintain a safe distance in the activities, all the participants must wear a mask.