

COVID-19 PROTOCOLS

CLIENTS

- We'll check every guest's temperature daily.
- We've provided individual cleaning kits in each room for guests to wash their facemasks daily, and to disinfect personal objects.

HOTEL GROUNDS AND FACILITIES

- We've installed multiple hand-hygiene points around the property for the use of our guests.
- We're insisting on the use of facemasks for all guests, staff and visitors in shared areas.
- We've increased the frequency that we clean and disinfect our shared areas such as restaurants, staircases, and bathrooms.
- We continue to maintain detailed records of the cleaning, levels of chemicals, and maintenance of all of our pools.
- We've optimised the use of our beach areas to leave more space between sun-loungers and day-beds.

GUEST ROOMS

- We've put into practice rigorous cleaning protocols in our guest rooms, including their complete disinfection with virucide with each change of guests.
- We've reimagined our guest rooms to minimize potential areas of cross contamination.

STAFF

- All of our staff have received training on the necessary hygiene protocols and how to best work during these times of COVID-19.
- Each employee has their temperature checked before starting their working day.
- We're equipping our workers with the necessary Personal Protection Equipment to perform their jobs safely.
- We insist on impeccable levels of cleanliness and hygiene in our staff residences.

LAUNDRY

- We've designated specific, separate areas in the laundry for the entry of used bedware and materials, and the preparation of clean, fresh linens to prevent any chance of cross-contamination.

RECEPTION

- We've implemented protocols for the reception of guests and their luggage to minimize chances of contamination.
- We're following rigorous cleaning routines in high-traffic areas and on high-use surfaces within the lobby and reception.
- We've adapted some processes to limit the use of paper, pens, and other shared materials.

KITCHEN

- We continue to exceed the high standards of HCAAP and hygiene in general.

RESTAURANTS AND BARS

- We've redesigned the restaurant and bar areas to maximize the space and guarantee a safe distance can be kept between different people and groups.
- All of our waiters and bartenders will be using facemasks and maintaining impeccable hand-hygiene routines.

MERCHANTS AND SUPPLIERS

- We're assuring that our suppliers are also maintaining strict hygiene protocols and acting with all necessary precaution against COVID-19.
- We've established strict hygiene protocols for the reception and disinfection of goods.

MAINTENANCE

- We're frequently monitoring the efficiency and performance of our Air Conditioning and Drinking Water systems to ensure the quality and cleanliness of the air and water within the hotel.

