
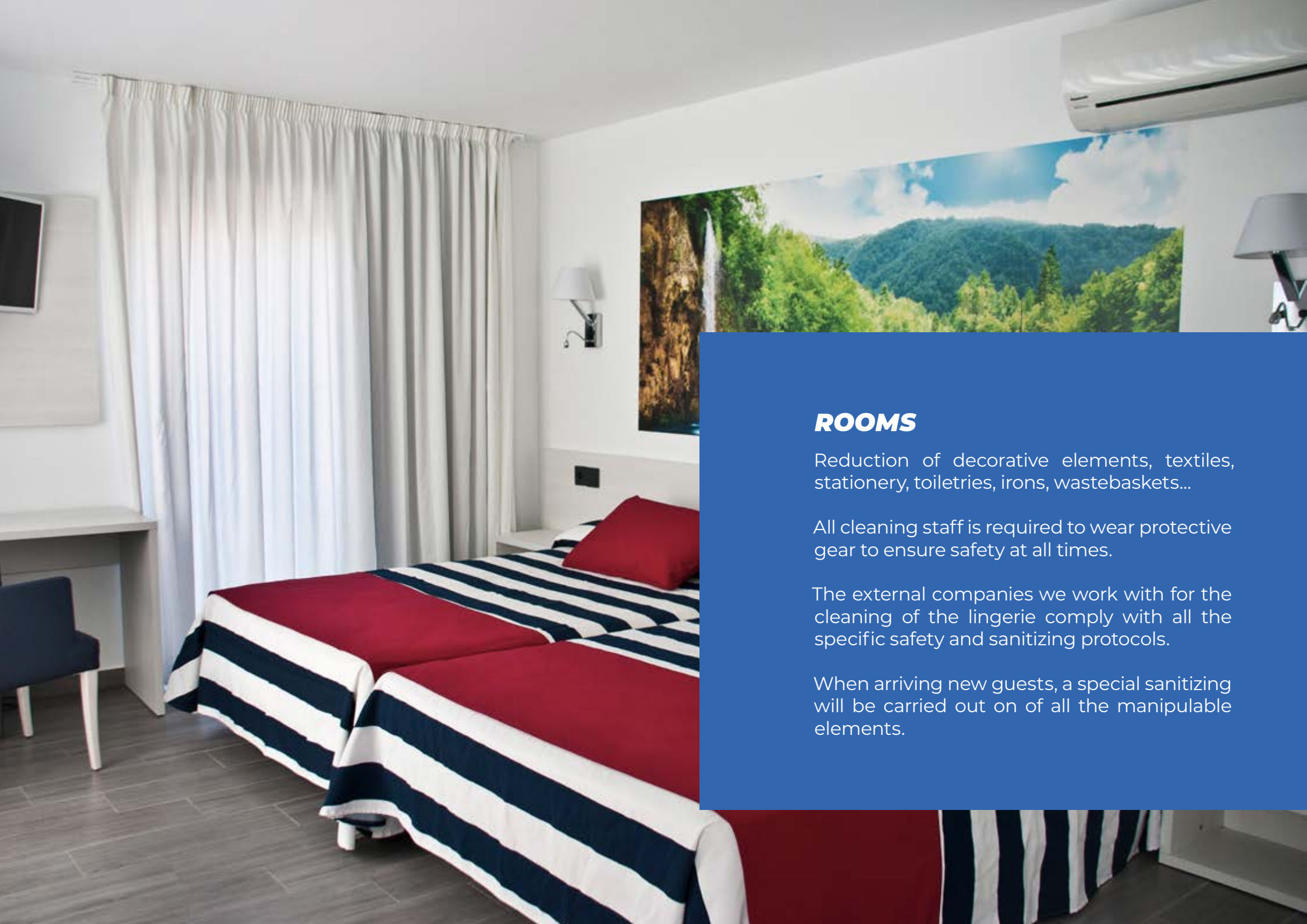




***HEALTH AND
CLEANING PROTOCOL
COVID 2019***

A photograph showing a black stethoscope on the left side of a white wooden plank background. On the right side, four hands are stacked vertically, holding a bright red heart. The hands are from different people, with some wearing white sleeves. The overall theme is healthcare and care.

At ECO Hotels we have always placed special emphasis on ensuring that all our guests enjoy a happy, peaceful and safe stay. From now on, due to the new reality we are living, our top priority is to guarantee happier, quieter and even safer holidays. We want to share with you all the changes and the new regulations that we are going to apply in our hotels. We know that, together with the collaboration of our guests, teams and collaborators, we will offer the best possible service. Holidays are very important, and probably in this moment that we live, more.



ROOMS

Reduction of decorative elements, textiles, stationery, toiletries, irons, wastebaskets...

All cleaning staff is required to wear protective gear to ensure safety at all times.

The external companies we work with for the cleaning of the lingerie comply with all the specific safety and sanitizing protocols.

When arriving new guests, a special sanitizing will be carried out on of all the manipulable elements.



COMMON AREAS

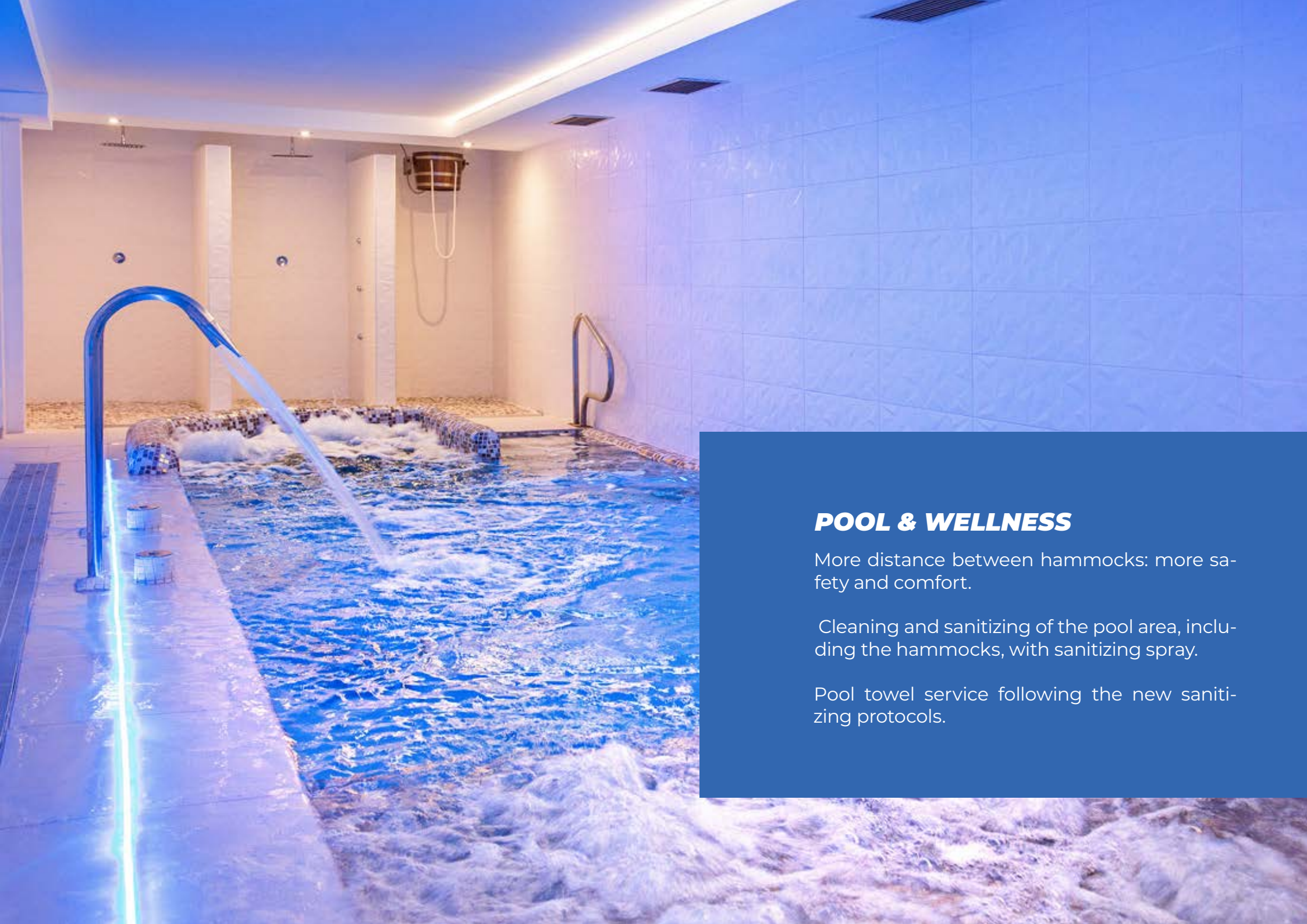
Enhanced cleaning and sanitizing work in common areas.

Special attention to bathrooms, door handles, elevator buttons...

Strategic placement of sanitizing gel dispensers in common areas, which should be controlled and cleaned frequently.

Glass screens in the front desk to ensure protection and safety distance between our staff and guests.

Elimination of carpets and reduction of some decorative elements that are susceptible or difficult to sanitize



POOL & WELLNESS

More distance between hammocks: more safety and comfort.

Cleaning and sanitizing of the pool area, including the hammocks, with sanitizing spray.

Pool towel service following the new sanitizing protocols.




RESTAURANT & BAR

Limited capacity, safety distance and table allocation by our staff.

Marked trail to ensure minimum contact between guests and avoid crowding.

Removal of textile table linen and replacement with single-use paper ones.

We will encourage individual portions and the buffet will be assisted by our staff.





ENTERTAINMENT

I We reinvent ourselves to continue providing our guests with the same happiness as always, but guaranteeing the safety of all.

We encourage outdoor shows and entertainment. Safety distance in group activities.

Sanitizing and cleaning of the materials used in each activity..



STAFF

We will ensure that all our staff wear protective gear to guarantee their safety at all times. Training on COVID-19 measures and provision of PPE to staff Advice from our external collaborating companies: MEDITERRANEUM XX S.L.

BECAUSE CLIENTS MATTERS !!



Room

Reinforcement in room disinfection



Common Areas

Normas de distancia y seguridad en zonas comunes



Pool & Wellness

Distance and safety rules in common areas



Restaurant

Limited seating, safety distance and table allocation by staff.



Staff

We will ensure that our staff have the necessary protective equipment to guarantee their safety at all times.