



M E A S U R E S

COVID 19



Introduction

The Covid19 pandemic has meant we need to be prepared and take all the health and safety precautions necessary.

This document contains all the measures put into action in the various departments,



Welcome and Reception



- Shoe disinfection carpets on arrival at the hotel for all guest entering the complex
- New protective screens for the safety of staff and guests.
- Guests must always adhere to the rule of 1.5 metres safety distance with other people that are not in their party.
- Antibacterial hand gel dispensers in both receptions and Guest House desk.
- All objects subject to be touched are under constant cleaning, such as room cards, glass exchange cards, golf clubs, ping pong and tennis rackets, etc.
- Maximum reduction of cash handling and preference for contactless credit or debit cards.
- The Guest Satisfaction helps reception when there are large groups checking in to organise the arrival of new guests.
- Adhesive tape on the floor to make sure the safety distances are kept.
- People willing to use services that require a deposit during their stay are be able to leave a single deposit at reception to avoid the constant use of cash.
- Each room is given a Covid19 set on arrival consisting of a mask per adult and a bottle of antibacterial gel.



Restaurants and Kitchens



- Use of antibacterial gel by all guests on entering the dining room.
- Reduction in the number of tables to be able to keep the safety distance between them. Restaurant capacity limited according to government's health restrictions.
- Adhesive tape on the floor for queueing outside the restaurant and inside for the buffet areas with an entry and exit point.
- Use of single use paper tablecloths.
- Disinfection of all jugs of water after each use at 82 °C
- Disinfection of all salt and pepper pots after each use.
- Salads and desserts will be in single portions and with a lid.
- Ice cream will be served in single portions.
- Children under 12 are not allowed to serve themselves, with constant surveillance to ensure it is adhered to.
- In the staff canteen the safety distance must also be adhered and there is antibacterial gel dispensers.
- Protective screens for bars, hot buffets and show cooking areas.
- Constant disinfection of coffee and juice machines.
- Single use gloves for guest to avoid touching surfaces or accessories inside the restaurant.



Bars



- Protective screens on all bars
- Glasses cleaned in the dishwashers above 70 °C
- Use adhesive tape on the floor to ensure safety distance and a clear queuing system.
- 2 metres distance between tables outside.
- Safety distance also at the Circus tables.
- Antibacterial gel on all bars and self service machines
- Constant disinfection of all trays after each use.
- Use of gloves for the self service of snacks between meals.
- Constant disinfection of all 24 hour corners.



Entertainment

All activities will be limited in the number of participants to ensure safety distances are kept, especially in the mini club. All objects will be disinfected after every use (rifles, arches, kids toys, etc.). The soft play area will have a pre booking system and a limited time of use.



Shop

- Capacity limited according to government's health restrictions.
- Adhesive tape on the floor for the same purpose.
- Antibacterial gel on entrance and single use glove dispensers to be used by anyone entering the shop.
- Minimise the use of cash.
- The amount of objects subject to be touched has been reduced.
- Protective screens at the till.



Lifts

This area involves a high volume of traffic from guests .

There is a series of rules that must be adhered to. These are:

- Use of a lift by only the people from the same family
- Use of antibacterial gel before using the lifts.
- Keep the safety distance during waiting times.
- Compulsory use of masks inside the lift.



The staff is continuously trained in cleaning and disinfection measures.

Housekeeping

- Rooms are disinfected mostly with Virkon.
- The rooms are disinfected between check out and check in with an ozone nebulizer.

All seats, armrests and belts are disinfected continuously.

- Reduction of the capacity of the coach with guests using



Beach Bus

alternate seats.

- Guest must use antibacterial gel on accessing the coach.
- Maintain safety distances with other people while waiting for the bus.
- Protective screen for the driver.



Maintenance staff use mask and gloves when accessing the guest rooms to do any maintenance work when these are occupied by guests.

- Sunbeds will be grouped in twos, threes or fours to cater for the different family groups and kept at a distance of at least 1,5 metres from the next group.
- The sunbeds will be disinfected daily with water mixed with bleach.
- Daily disinfection of the seating area at the Circus and Saturno entertainment areas.
- Keep chlorine levels at 2 ppm.
- Towels must always be used on the sunbeds.

All staff will be informed of all the health and safety measures to be

Maintenance and Outdoors



Staff

taken in their work place to prevent the virus. They will be given all the necessary training and documentation before starting their job.

IN GENERAL THEY HAVE TO:

- Fill in a health questionnaire before starting to work for Club Mac.
- Keep always a safe distance of at least 1,5 metres
- Change clothes in the staff dressing rooms of the hotels and not bring the uniforms on from outside.
- There is one only point of access to the complex for all the staff with disinfection checks.
- Shoe disinfection carpets for all the staff on entrance.
- Distance training with Google Classroom for the team prior to the opening of the hotels.
 - General training on Covid19 for all the staff
 - Specialised training on Covid19 by department.
- Intensive washing of hands, at least every hour, alternating the use of water and soap and antibacterial hand gel, to be used in all departments.
- Inform a superior if they have any symptoms, whether at work or at home.
- Use of PPEs in all departments:
 - Use of sanitary masks by all staff and use of FFP masks where necessary.
 - Use of gloves in the tasks that require them.



Deliveries

The person in charge will be in close contact with all suppliers to ensure health and safety measures are always met, as well as safe distancing. Suppliers will not have access to the kitchens.

- Shoe disinfection carpets in order to access the kitchens.
- All suppliers and external people accessing the complex must wash hands and use antibacterial gel.

Partners

- We have partnered with Preverisk, for more than 20 years, a company with a high reputation in the travel industry for health and safety protocols, following always the recommendations of the WHO and health authorities.

- We are working with Red Asistencial Juaneda, on a protocol in case there would be a case at the hotel. In any case, Club Mac will dedicate an entire floor in one of the buildings to attend to those that require to be under quarantine.

- We work with Previs, on all the prevention of occupational hazard in order to comply with all current legislation.

Government's health restrictions require the use of single use plastic gloves when entering the restaurants and the use of face masks at communal areas and for this we provide with a Covid19 set on arrival. This will help reduce the risks for everyone.

Club MAC's management reserves the right to update these measures based on the advice from our various partners or on the health and safety laws that might arise in the future.

Alcudia, May 2021



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