

**oliviahotelscollection**

- HOTELS & RESORTS -



*Thank you very much for placing your trust in our Hotel*  
Below, we would like to inform you about our "Clean and Safe" seal,  
which allows us to guarantee that the hotel meets all the  
requirements of cleanliness, hygiene and safety in accordance with  
the new environment.

## THE ESTABLISHMENT GUARANTEES THAT:

- All surfaces where people, employees and guests come into contact are washed and disinfected according to our internal protocol, ensuring the control and prevention of infection and antimicrobial resistance.
- All touchable surfaces and objects are cleaned several times a day (including light switches and lifts, door knobs, cabinet handles).
- Wet cleaning is preferred to the use of a duster or vacuum cleaner.
- Offices and enclosed spaces are regularly aired.
- The disinfection of the pool or other equipment in the SPA / Wellness areas will continue as a standard procedure, water will be replaced and chlorination will continue as defined in our internal protocol.
- The disinfection of the Jacuzzi (where applicable) is carried out regularly by replacing all water followed by sterilization with an adequate amount of chlorine, according to internal protocol.
- When food is served, there will be an increased cleaning of utensils, equipment and surfaces and direct food handling by customers and employees will be avoided.

## THE ESTABLISHMENT HAS:

- Personal protective equipment (PPE) in sufficient numbers for all our employees.
- PPE available for all our customers (maximum capacity of the establishment).
- Single-use cleaning materials in stock, which are proportionate to our requirements, including disinfectant wipes, bleach and 70° alcohol.
- Dispensers of alcohol-based antiseptics or alcohol-based solution, on each floor, near entrances/exits and at the entrance of restaurants, bars and shared bathrooms.
- Non-manual waste collection container.
- Rooms to isolate persons suspected or infected with the COVID-19 virus, preferably with natural ventilation or a mechanical ventilation system, with washable outer liners, bathroom, provided with cleaning materials, surgical masks and disposable gloves, thermometer, hands-free bin, rubbish bags, used clothing bags, a water supply and non-perishable food.
- Liquid soap and paper towels should be available in the bathrooms.

## THE INTERNAL PROTOCOL FOR SAFE CLEANING AND SANITATION

- The definition of specific care to change bedding and clean the rooms, carried out in two stages with spaced intervals and with adequate protection according to internal protocol.
- The removal of bedding and towels is carried out without shaking them, rolling them up from the outside inwards, avoiding contact with the body and taking them directly to the washing machine.
- The washing of bed linen / towels and the employees' uniforms will be done separately and at high temperatures (around 70°C).

## TRAINING FOR ALL EMPLOYEES:

All employees received specific information and/or training about:

- Internal rules related to the outbreak of COVID-19 coronavirus
- How to take basic precautions to prevent and control infection related to the outbreak of COVID-19 coronavirus, including the following procedures:

Hand disinfection: wash hands frequently with soap and water for at least 20 seconds, or use hand sanitizer containing at least 70° of alcohol, covering all hand surfaces and rubbing them until dry.

Respiratory hygiene measures: Cough or sneeze into your folded forearm or use a tissue, which you should then throw away immediately; always disinfect your hands every time you cough or sneeze and after blowing your nose; avoid touching your eyes, nose and mouth with your hands.

Social behaviour: change the frequency and form of contact between employees and between employees and customers, avoiding (where possible) close contact, handshakes, kisses, shared workstations, physical meetings and shared meals, utensils, cups and towels.

- How to self-check your temperature daily (take your body temperature twice a day and record the reading and time it was checked). Check for coughing or shortness of breath.
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- How to comply with Health Department guidelines for cleaning surfaces and handling of clothing in the workplace.

## THE ORGANISATION OF SERVICES GUARANTEES THAT:

- There will always be an employee responsible for following the necessary procedures in the event of a suspected case (including escorting the person to the isolation area, providing the necessary assistance, and asking the person to contact the Directorate General for Health).
- According to the recommendations of the General Directorate for Health, the isolation area should always be decontaminated after a positive or suspected case of infection, in particular surfaces that are frequently touched.
- The storage of waste produced by those suspected of being infected should be placed in plastic bags, closed with knots, and should be disposed of by a supplier licensed to manage biohazardous materials.
- Daily self-assessment aimed at monitoring body temperature (taking the temperature twice a day and recording the value and time it was checked) and checking whether your colleagues are coughing or having difficulty breathing.

## RULES AND DUTIES OF GUESTS AND CLIENTS

- All guests and clients are obliged to follow the basic coexistence and prevention guidelines recommended by the WHO, which are: keeping a safe distance, wearing masks, taking one's temperature, using the lift responsibly, washing one's hands regularly, etc.
- The hotel reserves the right of admission if the guest or client has a temperature above 37° on arrival at the hotel.
- In the event that the hotel detects recklessness or breach of safety regulations by guests or clients repeatedly and consciously, it shall cease to offer accommodation and services with the aim of safeguarding the general health of the other guests, clients and staff.

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*more than hospitality*  
*oliviahotels.es*