

At **Smy Hotels** the safety, health and well-being of our guests, staff and suppliers are our highest priority. We are implementing new sanitisation protocols so that you can enjoy our facilities with total peace of mind.

**#smycare**

## 1 Staff training and protection

- ☑ Our team has received specific training to understand, identify and respond to COVID-19.
- ☑ There are now more records and audits conducted by an external company specialised in safety and hygiene.
- ☑ All staff will be issued with personal protective equipment.
- ☑ The health of our staff will be constantly monitored.

## 2 Cleaning and Disinfection

- ☑ Rooms, circulation areas and public spaces will be constantly disinfected with products that fight all kinds of microorganisms.
- ☑ We have installed hand sanitiser dispensers and reminders of recommended personal hygiene and safety measures.

## 3 Reception and check-in

- ☑ We will avoid build-ups of guests and long waiting times by providing:
  - online or app-enabled check-in
  - digital check-in and protective screens to guarantee social distancing
  - speedy check-out
  - digital information to avoid direct contact

## 4 Information and Communication

- ☑ We will rely on the friendly use of technology to encourage zero contact while guaranteeing outstanding service.
- ☑ We will keep our guests posted via our app, our website, the digital signs at our hotels and customer service on WhatsApp.

## 5 Housekeeping

- ☑ We have complemented cleaning products with disinfectants and intensified daily housekeeping by focusing on the most used areas.
- ☑ The guest can choose not to have their room cleaned, if they wish.
- ☑ To avoid infections, toiletries are now on request.
- ☑ We have increased the time between check-out and the next check-in.

## 6 Bars and Restaurants

- ☑ We have rearranged our restaurants to guarantee social distancing.
- ☑ Opening hours will be adapted and/or extended in order to provide a quality service with the appropriate safety levels.
- ☑ We will apply new serving protocols and implement a *takeaway* option.

## 7 Pools and Sunbeds

- ☑ We have increased the cleaning and disinfection of the pool area.
- ☑ Sunbeds will be arranged in keeping with social distancing criteria.
- ☑ Sunbeds can be booked, as long as there is availability.
- ☑ Guests will be asked to maximise hygiene measures.

**#smycare** reflects the commitment of **Smy Hotels** to ensure the health and safety of our guests and staff.