

COVID-19 PREVENTION MEASURES OF THE TOSSAL D'ALTEA ACCORDING TO HEALTH REGULATIONS



- **RESTAURANT SERVICE:**

In an indoor location:

- Capacity of 50% of the premises and separation between tables of 2 m.
- For guests staying and not staying in rooms: regular hours (kitchen open from 1:00 p.m. to 4:00 p.m. and from 8:00 p.m. to 11:00 p.m.).

On the terrace (space not covered, or covered but with some open side):

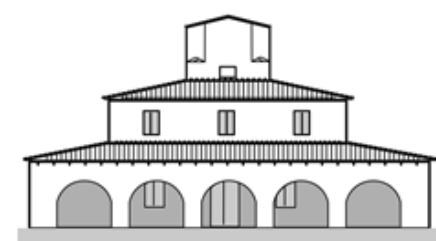
- Capacity of 100% and separation between tables of 1.5 m.
- For guests staying and not staying: regular hours (kitchen open from 1:00 p.m. to 4:00 p.m. and from 8:00 p.m. to 11:00 p.m.).
- Smoking ban.
- Maximum 10 people per table.
- Consumption exclusively at the table / assisted buffet mode allowed.
- Mandatory use of face masks (except at the time of consumption) for people over 6 years old.
- Specific hygiene measures (ventilation, availability of hydroalcoholic gel, cleaning ...).
- Dancing ban. Musical atmosphere yes allowed.

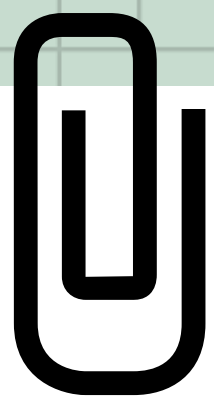
- **EVENTS AND USE OF COMMON SPACES:**

- Events with an agglomeration of professional people (seminars, congresses, meetings, etc.) held in premises whose ordinary activity is this, must comply with the capacity limitations of 75%, distance, ventilation in corresponding hygiene, and not be offered in them service of restauration.
- The catering services for celebrations will comply with what is regulated in this matter, with a capacity of 75% indoors and 75% outdoors with no limit of diners.
- Maximum tables of 10 people and distance between tables of 2m indoors and 1.5m outdoors.
- I always drink at the table and sitting down (cocktails are not allowed).
- Use of a mandatory face mask except when consuming food and beverages.
- Dances are not allowed.
- Playgrounds, bouncy castles, slides and other outdoor games will be allowed as long as the established hygiene protocols are followed.

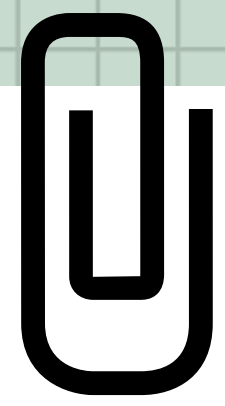
- **FOOD AND DRINK AREA (RESTAURANT, CAFETERIA AND BREAKFAST AREA):**

- Handling and customer intervention is reduced to prevent the risk of contagion. At breakfast, there will be a buffet assisted by the hotel staff provided with gloves and a mask, so that the client will not intervene on the food. It will be the staff who will handle the breakfast.
- Commonly used elements and equipment such as cruet, salt, oil can, dispensers of drinks, sugar, etc. are replaced. and other decorative elements.
- The room service personnel will wear a mask.
- An HACCP system (Hazard Analysis and Critical Control Points) updated with COVID-19 is maintained to guarantee food safety and hygiene.





PREVENTION, HYGIENE AND SAFETY MEASURES COVID-19 AT THE HOTEL TOSSAL D'ALTEA



THE RECEPTION OF GUESTS

- Necessary measures are established to ensure the distance between client and employees.
- Disinfectant solution is available in the reception and reception area, as well as in common areas.
- Sharing objects is avoided and, but if it is not possible, objects are disinfected after use.
- Brochures, magazines, newspapers and other common elements are avoided to prevent infections.
- Distance markers to ensure the minimum safety distance.
- Payment by credit card (contactless) is encouraged and the POS is disinfected after each use.
- The counter is cleaned at least once a day according to the influx of customers.
- The room key cards are disinfected after each use and before handing them over to the guest.
- The allocation of rooms is carried out guaranteeing hygienic disinfection measures.
- The transport of luggage by the staff, if necessary, will be carried out in safety conditions with disposable gloves and / or disinfecting wipes to carry luggage.
- The elevator will be used so that only the living guests coincide.

ROOM CLEANING AND MAINTENANCE

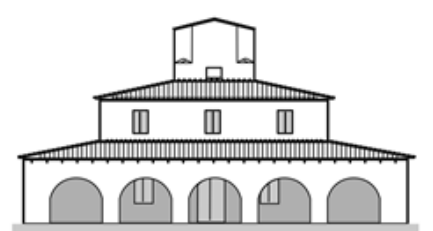
- The staff of cleaning and maintenance area do not provide service in the rooms while the client remains inside, except for just cause.
- The flooring and maintenance areas use individual protective equipment according to each situation, such as the use of a mask and vinyl / acrylonitrile gloves.
- Gloves and masks should be discarded depending on their useful life and conditions of use.
- In cleaning, doors, balconies and exterior windows will be opened to ventilate the installation.
- No minibar service is offered for safety, disposable cups are prioritized in the bathroom, non-essential items are removed and there is only a trash can (with lid) in the room to avoid possible contagion. If you want any other item in your room, ask reception.
- In the exceptional case of having to make a repair with the client inside, it is necessary to urge the client to use a mask.

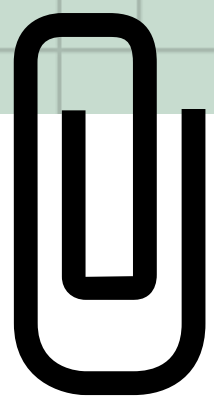
FOOD AND BEVERAGE AREA (RESTAURANT, CAFETERIA AND BREAKFAST AREA)

- We try to reduce handling and customer intervention to prevent the risk of contagion. At breakfast, we will proceed to a buffet assisted by the hotel staff provided with gloves and mask, so that the client will not intervene on the food. It will be the staff who handle the breakfast.
- Commonly used items and equipment are replaced such as cruets, salt cellars, olive oil bottles, beverage dispensers, sugar cubes, etc. and other decorative elements.
- The room service staff will wear gloves and a mask.
- An alimentary hygiene system updated with COVID-19 is maintained to guarantee food safety and hygiene.

POOL AND GYM

- In the pool the correct parameters for chlorine and pH are regularly measured and adjusted, a saline chlorination system and a good hydraulic and filtration system are available and the capacity is respected (if necessary) to have safety distances. The gym is ventilated 2 hours before use and only allows occupants of the same family unit to coincide. It is disinfected after use.
- In the pool deck area, the capacity is maintained to have safety distances. The areas outside the pool are cleaned and disinfected as well as the surroundings, the shower and the sun loungers.





RULES OF USE OF THE FACILITIES OF THE HOTEL TOSSAL D'ALTEA BY GUESTS FOR THE PREVENTION OF COVID-19



Guests staying at the Hotel Tossal d'Altea must be informed and agree to comply with and respect the special rules of coexistence and use of facilities in the prevention of contagion by COVID-19.

These rules (which are based on current regulations) are indicated at the reception, on the hotel signage and on our website: **www.hoteltossalaltea.com**

For the record of their knowledge, guests will sign their consent for acceptance at the hotel reception upon arrival.

Clients should practice the basic hygiene rules in prevention of COVID-19:

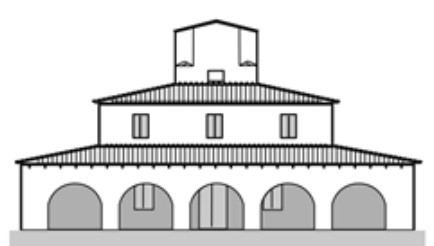
- Frequent hand washing / hygiene, particularly when accessing shared areas (lounges, restaurant, cafeteria ...). To do this, guests have sanitizing gel or wipes at various points in the hotel.
- Use inner side of elbow to cover mouth / nose when coughing or sneezing, or use disposable tissues and wash hands afterward.
- Avoid touching your mouth, nose or eyes in public spaces.

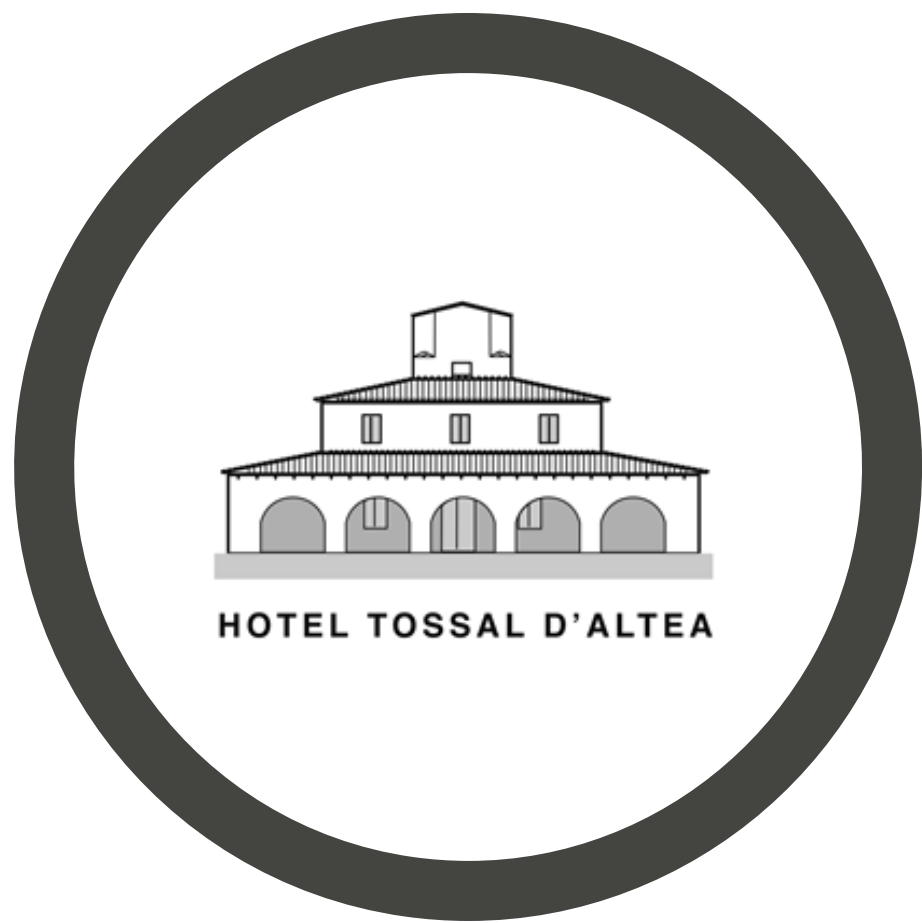
Clients must respect social distancing with people outside the family or living environment:

- Avoid greetings that involve physical contact (hugs, kisses, shaking hands ...).
- Respect the gaugings established in common areas (if any and they were necessary according to regulations), and particularly in those in which there is no physical control by the establishment (elevator, lounges ...). In the elevator, only the living clients will coincide.
- Respect schedules and other regulations that may have been established by the establishment to comply with the permitted capacity.
- Respect the distances (2 m.) between people established in public service points (reception), entrance to restaurant, buffet...
- The buffet breakfast will be assisted, so the hotel staff will serve it directly to the client.
- Do not stay in the room during cleaning, maintenance or repair services to be carried out in it.
- Mandatory use of masks for clients and social distance of 2 m.

At the first signs of symptoms consistent with COVID-19 disease (fever, cough, or respiratory distress), clients should:

- Self-isolate (affected and living together).
- Inform the establishment (at the reception) by telephone of the situation.





COMMUNICATION OF
SANITARY MEASURES COVID-19
FROM HOTEL TOSSAL D'ALTEA TO
THE CLIENTS AND ACCEPTANCE

(THE ACCEPTANCE WILL BE SIGNED AT THE HOTEL RECEPTION UPON THE CLIENT'S ARRIVAL)

This establishment has had to take a series of measures by virtue of the application of the different applicable regulations in the current health crisis situation caused by COVID-19.

Within these measures, we have informed of the conditions that you must fulfill as a client in the use of common spaces, elevators, corridors and other service limitations required by current regulations. All of them are at your disposal both at our reception and on our website www.hoteltossalaltea.com for your consultation and remembrance at any time.

As a CLIENT, you agree to comply with the established distance measures, as well as the use of the means that are considered mandatory or recommended during your stay in the establishment, both by law and by the sanitary hygiene protocol approved by the establishment.

As CLIENT, you assume all the consequences of your breach in terms of preventive measures, being informed that such breach may lead to the immediate termination of your accommodation contract, canceling your stay without the right to any refund.

That all these measures have been incorporated into the internal regulations of this establishment, as well as the RIGHT OF ADMISSION thereof. Consequently, in the event of non-compliance, and in accordance with the applicable regional regulations, this ESTABLISHMENT reserves the right to terminate the stay in advance.

All the obligations and consequences derived from compliance with all security measures extend to all persons, including minors, who are part of the family unit that occupies this accommodation unit.

You have read, understood and agree with the above.

Signed (The client)

Hotel Stamp

In Altea (Alicante), ____ of _____ 2021

In the name of Hotel Tossal d'Altea, domiciled on the street Partida el Pla de Castell, 96, in Altea (Alicante), we treat the information you provide us in order to provide the services contracted under the highest sanitary security measures. The processing of your personal data is necessary for the fulfillment of a legal obligation applicable to the controller. Hotel Tossal d'Altea will not transfer data to third parties, except legal obligation. The data provided will be kept while the contractual relationship is maintained or for the years necessary to comply with legal obligations. You can exercise your rights of access, rectification, deletion, opposition, limitation to treatment by sending a letter by post to Hotel Tossal d'Altea at Partida el Pla de Castell, 96, CP 03590, Altea (Alicante), or an email to the following address: info@hoteltossalaltea.com. Ultimately, you can request information about your rights and request a claim before the Spanish Agency for Data Protection, with address at Avenida La Nucía, 75, CP: 03590 Altea (Alicante). You can consult additional and specific information on Data Protection on our website www.hoteltossalaltea.com