

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):

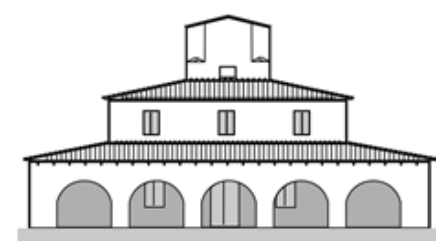
- Capacity of 100% and separation between tables of 1.5 m.
- **For guests staying and not staying: regular hours (kitchen open from 1:00 p.m. to 4:00 p.m. and from 8:00 p.m. to 11:00 p.m.).**
- Smoking ban.
- Maximum 10 people per table.
- Consumption exclusively at the table / assisted buffet mode allowed.
- 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.

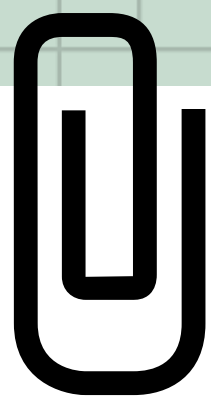
- EVENTS AND USE OF COMMON AREAS:

- 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):

- **Self-Service breakfast Buffet is allowed according to healthy regularion.** Please, at breakfast area follow the one-way circuit indicated by the arrows on the ground, avoid crowds and maintain interpersonal distance.
- Mandatory use of a mask.
- Mandatory use of hydroalcoholic gel on the hands at the entrance of the breakfast room.
- Use of utensils to serve food. Direct contact of the hands with food is prohibited.
- 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.





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.
- 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

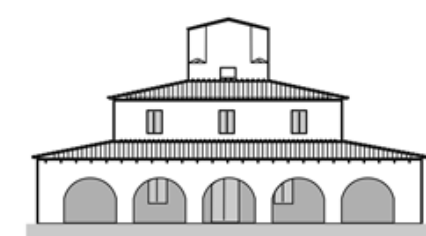
- The staff of cleaning and maintenance area do not provide service in the rooms while the client remains inside, except for just cause.
- The flooring and maintenance areas use individual protective equipment according to each situation, such as the use of a mask and vinyl / acrylonitrile gloves.
- 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** 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.

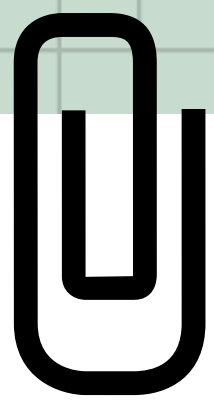
FOOD AND BEVERAGE AREA (RESTAURANT, CAFETERIA AND BREAKFAST AREA)

- Self-Service breakfast Buffet is allowed according to healthy regularion. Please, at breakfast area follow the one-way circuit indicated by the arrows on the ground, avoid crowds and maintain interpersonal distance.
- Mandatory use of a mask and mandatory use of hydroalcoholic gel on the hands at the entrance of the breakfast room.
- Use of utensils to serve food. Direct contact of the hands with food is prohibited.
- 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 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 and on our website: **www.hoteltossalaltea.com**

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, breakfast buffet...
- **Self-Service breakfast Buffet is allowed according to healthy regularion.** Follow the one-way circuit indicated by the arrows on the ground, avoid crowds and maintain interpersonal distance. Mandatory use of a mask and mandatory use of hydroalcoholic gel on the hands at the entrance of the breakfast room. Use of utensils to serve food.
- 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.

