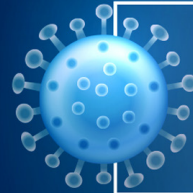




**SAFETY/HYGIENE MEASURES,
CONTROL AND PREVENTION
TO MINIMIZE THE RISK
OF EXPOSURE**



**COVID-19
CORONAVIRUS**





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GENERAL GUIDELINES

- According to the current regulations, the risk assessments and the safety and health protocols, we've created and adapted a contingency plan with concrete measures to reduce the risk of exposure. We also count with a Risk Management Comitee.
- The contingency plan includes an updated directory listing all names and phone numbers of our employees and suppliers for any emergency case.
- Our personnel have been trained on how to properly work by following all preventative and safety measures against Covid-19.
- Suppliers and collaborators have also been informed in relation to the use of protective equipment and reminded on how important it is to follow instructions on personal hygiene and social distancing on duty, as well as during the breaks.





- It will be made sure that customers are well informed about the terms of service and the applied measures before accepting any booking and registering their entrance at the hotel premises.
- Informative reminders will be displayed at working/common areas to remark staff the need and importance to take care on personal hygiene and proper procedures on cleaning and disinfection; as well as to clients on the preventative measures to be followed.
- Different areas will be marked in order to keep and respect social and physical distance within common areas, especially at reception, bar and restaurant).
- In order to avoid gathering at the same time/place (workplace, dressing rooms or dining rooms).
- Detailed information on health centers, hospitals, law enforcement agencies, firefighters with the corresponding emergency numbers/timetables available.



- Our staff has been provided with the necessary Personal Protection Equipment – PPE (gloves, masks, goggles, etc.) recommended by the local and national Health Authorities.
- Most frequented surfaces such as doorknobs, handrails; elevator buttons, reception counters, floor mats, etc. are sanitized hourly by Housekeeping Team. Same applies to staff areas such as workers' dressing and dining rooms.
- Employees will have quick access points available with water, soap, hand sanitizer, and wipes.
- Disinfectant gel dispensers have been installed in different areas of the hotel (e.g. entrance to the dining hall, restaurant and bar, elevator).
- Shared items such as books, newspapers, catalogues, leaflets, etc will be removed from public access.



- Useful information will be displayed in all digital platforms and will promote online check-in.
- Hotel capacity will be reduced to 50% of its capacity. Availability within the apartments, restaurant and bars, outdoor pools and the waterpark will also be restricted.
- Certified cleaning and disinfection procedures will be frequently runned.
- Risk areas will be signalled with informative posters. Cleaning and hygiene services will be enhanced will be done more frequently by our maintenance and housekeeping staff.

RECEPTION GUIDELINES

- The necessary measures will be applied in the reception area to guarantee physical distance between customer and the employees. In case this couldn't be possible, safety measures will be applied and the use of PPE would be required: face masks/shield, gloves, mask, goggles, etc.
- Reception desk and different counters will have hand sanitizer gel dispensers.
- Each worker will have to use its own writing material, in case there any sharing, the items should be disinfected after every use.
- Physical distance will be marked to assure the minimum security distance and avoid gathering in groups.
- Payments with credit/debit card will be recommended. In case this shouldn't be possible or no contactless available, the payment terminal will be disinfected right after each use.



- Reception counter and desks will be regularly cleaned and disinfected. The periodicity will depend on the customers' affluence.
- All room keys (key-cards) will be placed in a recipient with disinfectant after being returned to reception at check-out moment.
- Keyboard, pens, screens, telephones and other kind of material subject to be used by any receptionist will have to be disinfected after every shift. Highly recommend to use own equipment such as earphones.
- A non-contact forehead infrared thermometer will be arranged by our Service staff for taking a temperature check to all invited Guests upon arrival in case there's any probable symptoms related to COVID-19
- Gloves and disinfection wipes will be used at every moment especially while assisting customers with their luggage. There will be always disposable wipes and gloves available.
- Hand hygiene, social distancing and respiratory etiquettes will always be reminded to customers although they might already be familiar with these safety measures.

ALBIR GARDEN

KITCHEN, RESTAURANT AND BAR GUIDELINES

- Capacity at the restaurant and bars has been reduced down to 50%. Social distance of 1.5 meters while queuing at restaurant, different service counters and between each table in all restaurants and seating limited to 4 people per table only.
- Access control card to the restaurant will be disinfected after each use by our staff at the entrance. All our menus will be available online and in digital format, also with easy access via QR code.
- Restaurant staff will always wear masks on, especially during those moment when the 1.5m security distance can't be respected. Kitchen staff will wear PPE during the whole service.



- Areas subject to be queued for have been especially marked so the security distance keeps being respected. Those areas will be supervised by our restaurant staff at every moment.
- Our operational process will reduce the customers' handling and involvement during the service to prevent the risk of infection. We will offer an assisted Buffet by plating food individually and preparing single doses, everything with protection covers.
- Items and recipients of common use such as condiment and cruet sets or pots have been replaced by one-dose formats, like sachets or other minidose packs.
- Tableware will be set up on table and served to the client, avoiding any direct access or contact from the client beforehand.
- If necessary and if the occupancy allows so, we will set turns for lunch and dinner or we will open more dining rooms.
- Hygiene and cleaning measures will be constantly applied before, during and after the service.



- Always under the head chef's supervision our buffetier will be available to serve and assist clients whenever needed, also to keep control that all measures are being taken care of and respected concerning food and buffet handling.
- Bread has been taken of the buffet and it will be served at the table. We will prepare and serve the desired bread of choice for breakfast.
- Regardless of breakfast, lunch or dinner; all meals will be served to clients by our restaurant or kitchen staff who will abide by the established regulations concerning hygiene and protection measures. Customers will have the possibility to order single warm dishes in relation to any kind of special diets, intolerances or known allergies.
- Fruits and vegetables will be sanitized and wrapped in plastic film to be offered separately and in single format.



- Our show cooking has been enhanced as well installing methacrylate protection screens. Clients have no access to food, they can only watch how it's being handled and cooked. They will always be served and will be able to choose the desired piece, quantity and how they want it.
- We will keep our snack service at the usual time tables but it will be totally customized and served by our restaurant staff.
- All dishwashers are adjusted and running at above 85 degree Celsius. Temperature checks will be constantly made by our kitchen and restaurant staff.

HOUSEKEEPING GUIDELINES: COMMON AREAS

- The Housekeeping department will use individual protection according to each situation using, at least, FFP2 Masks for respiratory protection against “particles” as well as vinyl/acrylonitrile gloves. If it proceeds and the task to be realized requires it, staff will be provided with integral frame protection glasses. Once cleaning is finished and after taking off gloves and mask, our cleaning staff will sanitize and clean their hands with soap and water.
- All common areas, where customers have been will be daily ventilated.
- Housekeeping trolleys will be cleaned and disinfected daily after each use.
- The cleaning ups of each room right after check-out and the floors will be dealt with disposable cloths and mops.





- Housekeeping services in common areas will be reinforced with continuous disinfections in reception areas, elevators, doors, railings and handrails.
- Frequency of cleaning and reworking will be enhanced, especially in areas of more contact (surfaces, knobs, sinks, cranks, elevators, reception desk, doors, room keycards, telephones, remote controls, toilet flush buttons, protective barriers, information devices, railings, etc).
- All cleaning and disinfection procedures are registered in logbook and taken control of by our Housekeeping department.
- Our laundry services ensure and certify the treatment of clothing above 60° degrees Celsius and using disinfectant products.

HOUSEKEEPING GUIDELINES: ROOMS AND APARTMENTS

- We will reduce the presence of textiles in the room, decoration objects and amenities abiding by the established contingency plan
- Dirty textiles will be collected and placed in special marked laundry bags to be washed by our laundry service in hot cycles (over 60° degrees).
- Blankets and pillows are properly protected and bagged.
- Hair dryers, filters included, will be completely cleaned after check-out.
- Hangers will also be disinfected at the customer's departure.



COMMON AREA / SPACES GUIDELINES

- Maximum capacity of the different common areas has been established.
- Hydroalcoholic hand dispensers have been installed in different areas of the hotel such as transit and common areas.
- Our public toilets count with a non-manual opening operation and a double bag inside. They will be continuously reviewed to preserve their disinfection and keep them sanitized.
- Informative posters will be displayed to remind everybody about the regulations related to the need of maintaining the safety distance between customers and employees.
- Gel and soap dispensers will be periodically cleaned according to their use.

GYM, SAUNA AND TURKISH BATH GUIDĖLINES



- The use of the facilities of the gym, sauna and turkish bath will be subject to availability due to safety distance and space reasons. There will be a booking logbook available at reception to keep a control of the use of the facilities and its capacity. The rules must be followed at all times. These spaces will be continuously supervised and sanitized to preserve compliance with the rules of use. The cleaning procedures will be carried out with gloves and mask. Cabins will be disinfected after each use.
- Clients will have a basket with a pedal opening to dispose of the used towels.

ENTERTAINMENT AND ANIMATION GUIDELINES

- We have limited the capacity of children's entertainment activities, giving more continuity and turns to offer a safe service to our little ones.
- Access to games/toys will only be allowed after hand washing by each child. Activities involving any exchange of objects will be completely avoided.
- Used object will be daily disinfected after each use as well as the playgrounds. Same applies to the time in between sessions: all material used during games will be reviewed and disinfected.
- Our night shows have been adapted to the new reality and therefore the table setting will be arranged such that the distance between family groups shall be 1,5-2 m apart. If weather allows, the shows will always be outdoor.
- We will adapt our actions and protocols for adult and children activities according to the current regulations established by the government and health authorities.



**Albir
Garden**
RESORT


SUN CONFORT
group

MAINTENANCE GUIDELINES

- All the employees will have the necessary individual protection and safety equipment.
- All reparings will be performed without the presence of the customer whenever possible. If that's not the case, we will maintain the safety distance of 2 meters at every moment.
- Intervened areas will be disinfected right after every treatment/repairing.
- In the common areas we have defined a work perimeter that prevents customer access.
- We will constantly ventilate common areas at a temperature between 23° - 26° degrees Celsius.



SWIMMING POOLS AND WATERPARK GUIDELINES

- Our own management and maintenance programs of recreational water playgrounds will remain unchanged regarding ordinary procedures abiding by the current regulations.
- We will keep a daily regular action logbook concerning the measurement and control of analytical parameters.
- We will regularly check the proper functioning of the filtration system.
- We will keep control on the capacity of the swimming pools and waterpark in order to respect the safety distance amongst clients.



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- In the sunbed-area we will have a limited capacity to preserve the safety distances.
- Sunbeds will be separated within a minimum distance of 2 meters, allowing gatherings by family/or booking groups. With 2 sunbeds of 1,85m length by 0,50m wide each, certified by the CE certificate.
- Every night at the end of the day, outdoor areas by the pool, showers, stairs, and sunbeds; as well as the water park area will be sanitized by pulverization treatments and disinfectant products.



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