

## COVID19 PREVENTIVE MEASURES APPLICABLE TO CUSTOMERS

### **Introduction**

The health emergency caused by the spread of the Sars-Cov-2 virus (which causes the disease commonly known as Covid19), declared by the World Health Organization as a pandemic, has forced governments of countries around the world to declare states of alarm. This has led to preventive measures being progressively adopted to deal with the virus across the different sectors.

In this context, at Iberostar Hotels & Resorts, with the aim of being able to resume our activity, we have worked on a series of measures focused on minimising the health risks caused by this virus with a view to reopening our establishments and services, in line with our commitment to tourism that plays an increasingly more responsible role in looking after people and the environment.

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### **General measures**

The measures to be complied with and respected by customers focus on three groups:

1. Social distancing, with the aim of ensuring that the recommended safe distances are maintained as much as possible.
2. Hand sanitizing.
3. Use of face masks\*.

\*In the case of customers who are legally exempt from wearing a face mask for accredited medical reasons, they should make every good-faith effort, without prejudice to their rights, to ensure the following:

- that they keep the minimum safe distance from workers and customers.
- that they do not unnecessarily prolong the time spent without wearing a mask in spaces where they will inevitably meet other customers, such as the buffet or reception areas, thus helping to ensure the application of the safety and hygiene measures implemented in such common spaces.
- that in general, following such procedures and conduct, something that is perfectly in keeping with their right not to wear a mask, for the safety and cohesion of everyone, contributes to a safer stay for all customers and workers.
- that their companions provide the necessary help and assistance, in collaboration with the hotel workers, to comply with these recommendations.

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### Zone-specific measures

#### Entrance-Lobby-Reception

- ✓ A face mask shall be worn when entering the building, and shoes shall be cleaned by walking over the sanitizing mat, before sanitizing hands with the hydroalcoholic gel provided in this zone.
- ✓ In order to avoid crowds and queues, we recommend that you check in online.
- ✓ It is recommended to download and use the APP for any communication or special requests for reception, as well as for checking out and paying any additional expenses not included as part of your stay.
- ✓ Customers must sanitize their hands with the hydroalcoholic gel available in order to use the communal parts of the hall, such as computers and totems.
- ✓ In order to guarantee correct hygiene and disinfection conditions in the rooms, the check-in and check-out times have been modified, with the new check-out time now 11 am and the new check-in time now 3 pm.
- ✓ The allotted times assigned by reception for accessing the restaurant at various times of the day must be respected. If you want to change your allotted time, you must ask reception in advance.
- ✓ The cards for pool towels and for the room will be returned in the pigeon holes provided at the reception desk.
- ✓ If you show signs of having any of the symptoms associated with the Sars-Cov-2 virus, you should contact the hotel reception by phone and stay isolated in your room until you receive further instructions from the hotel management.

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### **Room**

- ✓ To guarantee better cleaning and disinfection of the room, and in order to minimise risks, a number of non-essential elements have been removed, as well as some services (room service, minibar, etc.) which will now be available on request. Any of these accessories or services must be requested through the APP or at reception.
- ✓ Rooms will be cleaned, and any problems fixed, while the guest is not present in the room.

### **Catering services**

#### **Restaurants**

- ✓ In order to be able to respect the capacity limitations of the premises stipulated by the regulations, the assigned meal times must be respected.
- ✓ A face mask should be worn and hands must be sanitized in order to gain access to the restaurant and buffet areas.
- ✓ In any queues that may form, the recommended interpersonal distance from other guests should be respected.
- ✓ In the case of a family with more than four members, staff will be informed so that such guests can be assigned specific tables throughout their stay.
- ✓ Antiseptic gel stations should be used before drinks are served.
- ✓ Entry and exit flows to and from the restaurant entrances, buffet and other areas, will be respected.
- ✓ In order to understand the drinks' menu, your mobile phone will be used to scan the QR codes on the tables.
- ✓ To make use of the breakfast and/or cold dinners' service, a request must be made to reception in advance.

#### **Bars**

- ✓ In order to understand the drinks' menu, your mobile phone will be used to scan the QR codes on the tables.
- ✓ Drinks or snacks may not be consumed at the bar.
- ✓ Antiseptic gel stations should be used before drinks are served.

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### **Entertainment services**

- ✓ In order to carry out any activity set out in the entertainment programme, such activity must be registered beforehand via the APP or through the promotion staff.
- ✓ For anyone over six years old, the use of a face mask is compulsory for accessing any entertainment activity, except for sports or physical activity, or those activities carried out in the swimming pool.
- ✓ The recommended distance to be maintained between guests and entertainment staff should be respected.

### **Wellness services and sports facilities**

- ✓ When accessing the SPA areas, a face mask must be worn and hands must be sanitized using the antiseptic gel provided.
- ✓ The capacity marked on each of the facilities will be respected.
- ✓ It is preferable to use the APP when booking treatments and massages, and a prior booking will be made directly at the SPA for the use of the wet facilities, such as the sauna and Turkish bath.
- ✓ The towels for accessing the SPA area will be provided by the SPA personnel at reception, and they shall be returned by placing them in the baskets provided in the changing rooms.
- ✓ Gym equipment must be sanitized with the gel and paper provided, after using each piece of equipment.

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### **PUBLIC AREAS**

- ✓ In view of the reduction in the permitted capacities, the instructions given by staff in the various rooms or premises must be followed to ensure that the recommended safe distances are maintained.

### **Lifts**

- ✓ Before using the lifts, hands should be sanitized with the hydroalcoholic gel provided in the lift foyer, and face masks should be worn.

### **Solarium**

- ✓ Instructions given by the lifeguard should be followed regarding capacity, hygiene and safety measures in the solarium and swimming pool areas.
- ✓ Hammocks cannot be reserved or moved to other locations.

### **Common toilets**

- ✓ The hydroalcoholic gel will be used to sanitize hands when accessing common toilets.
- ✓ The maximum capacity marked on the toilets must be respected.

### **Outdoor areas**

- ✓ Smoking is not allowed in any outdoor area.