

Our Commitment to our Guests & Team members regarding COVID-19



Staff

Staff training for hygiene, Health & Safety protocols, and treatment of COVID-19 incidents.

Providing all necessary PPE (Personal Protective Equipment) for every member of staff.

Monitoring the temperature and general health condition of every member of staff.



Reservations

In response to changing marketplace conditions, we are committed to ensuring our customers experience flexibility during these challenging times, for greater peace of mind.

For our **Standard Rates**, we allow full changes or cancellation without a charge, up to 24 hours prior to arrival (for stays in July and October), and up to 7 days prior to arrival (for stays in August 1 until September 26, 2020).

For our **Prepay & Save Rates**, full prepayment is required but in case of future change or cancellation due to unforeseen events, we will issue a credit voucher that will cover the entire amount of the reservation with 18 months validity from the issue date.



Reception

Online [check-in](#) available.

Multiple check-in areas to keep maximum distances.

Protection measures for staff and guests such as protective partitions, masks, and gloves.

Constant disinfection of the reception desk, lobby, keycards, and all 'high touch' points and items.

Upon request, there will be specific updates and information available to every inquiry regarding Covid-19 and provision of personal protection equipment.

Trained members of staff will be stationed at the reception desk, for measuring the body temperature of every guest.



Housekeeping

Reinforcement of sanitary services in all public areas, paying particular focus on 'high touch' points and items.

Recommended use of elevators by a restricted number of people, depending on the size of the chamber.

Nonessential items will be removed from the rooms and public areas.

Rooms will be cleaned and disinfected every third day upon guest's request, always during their absence.

Every room will be deep cleaned and sealed prior to the arrival of new guests.

Daily and continuous ventilation of all common areas.



Catering

We carefully follow the HACCP system in every step of the food production process.

Hand disinfection at the entrance and exit of each bar and/or restaurant area.

We are extending the operational hours of our restaurants.

All buffet service will be served by our staff.

Distances between tables are always kept at 1,5 meters.

Every table is thoroughly disinfected after every use.



Pool - Beach - Water park

The distance between the umbrellas is set to 4 meters.

Sunbeds will be thoroughly disinfected after every use.

Continuous renewal of the water recirculation system at a rate that ensures its complete renewal according to the corresponding size of the swimming pool, at the appropriate time.

Proper operation and maintenance of chlorination systems in accordance with current legislation.

The operation of the water parks will continue, always following the local legalization.



Maintenance

Any in-room maintenance that is necessary will be performed in the guests' absence from the room.

The area of maintenance will be disinfected before and after work takes place.