

**WE  
COME  
ONE!**

Hotelatelier  
*Right Club*



LET'S FIGHT  
COVID-19

LET'S RESPECT  
THE RULES!!!!

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# Hotelatelier

We make hotels not noise

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## Let's fight Covid-19

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ANTI COVID 19 MEASURES AND PROTOCOLS

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# 01 Intro We Come One!





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At the beginning of the Covid-19 pandemic we did what we needed to do – protect both our clients and our staff by closing our hotels and staying at home. Nonetheless, all of this time we have continued to work hard to be prepared for the new normality.

**Hotelatelier fight club** was our way of maintaining our fighting spirit and **We Come One!** was our war cry inspired by the Māori Hakas which helped us to keep motivated alongside the desire to you see again.

Now that it is time to start again, we want to include you in our fight club - now that we are back together again let us unite.

Let's make your stay in our hotels a conscious and responsible experience for the common good.

**Welcome to Hotelatelier! Let's Fight Covid-19!**

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All measures put in place in our hotels are based on the recommendations made by the World Health Organization (WHO) and standards established in the Institute for Spanish Tourist Quality's (ICTE) guide to guarantee maximum safety.

After having detected these measures, they were audited by the external risk prevention consultant - Quiron Prevención, Bio 9000

The international seal of guarantee SAFE TRAVELS promoted by the World Travel & Tourism Council at international level, supports our responsible statement on the measures put in place.

For more information on the #safetravels seal of guarantee, [click here](#)





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02

# Anti Covid-19 Measures and Protocols





**New  
Reality**

# Customer Journey

This is a summary of the measures and protocols we have put in place in our hotels to guarantee both the safety of our clients and also that of our staff. You can see below each one of these measures in more detail. We hope that it meets your expectations.

## PRE

- Pre Check in On Line
- Welcome Digital

## DURING

- Health Insurance - QUIRONSALUD
- Contactless hand sanitizing stations
- Health and safety signage
- Capacity control in communal area
- Social distancing
- “Mobile” hotel guide
- Breakfast

## POST

**On line Invoice**





# IN-HOTEL SAFETY AND HYGIENE MEASURES



## 01.- Health:

- Given the importance of health, we have put in place an in-hotel medical service with the best professionals in Quirón Salud
- We also have a health amenities kit in the off chance you are missing anything
- As a preventative measure, we will take temperature checks for all clients who access the hotel



## 02.- Cleaning:

Quality cleaning excellence has always been our compromise and now we have decided to increase cleaning areas in accordance with the new rules and regulations.

1. We have increased the frequency of cleaning in communal areas designated to both staff and clients.

\*Special attention is taken in high-contact areas such as: railings, handrails, elevator buttons, remote controls and sockets, vending machines, doors etc...

2. We have conducted a complete disinfection (nebulization) of the hotels days before opening.

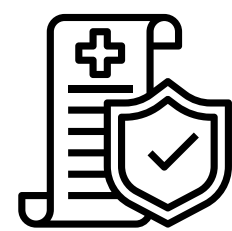
3. As a first point of disinfection, there will be a disinfecting mat upon entrance into the hotel.

4. A suitcase disinfecting protocol is also in place in case guests need to use the left-luggage service.

5. Room key disinfection upon check-in and check-out will also be carried out.

6. Automatic hand sanitizing stations are located in various parts of the hotel.

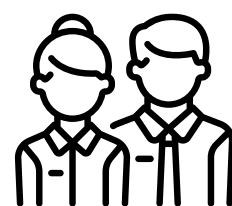




# IN-HOTEL SAFETY AND HYGIENE MEASURES

## 3 - Safety:

1. We have installed distance markers on the floor to comply with social distancing.
2. We have also installed plexiglass partitions in reception to ensure a safe service is provided.
3. The use of facemasks for clients and staff is obligatory.
4. All printed material has been removed from the hotel – in its place, we have developed a digital mobile guide with all relevant information.
5. A few days before your arrival you will receive an email indicating how to pre check-in digitally to ease the check-in process upon your arrival.
6. Your welcome and invoice will be made available via email.
7. Credit card payments are highly recommended.

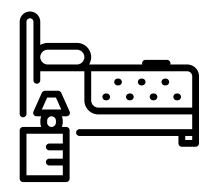


## 4- Staff:

Taking care of you and pleasing you is just as important as taking care of ourselves! We are all responsible for complying with the regulations.

1. Continual training on COVID19 Risk Prevention conducted by experts will be given.
2. Temperature checks for staff before each shift will be carried out.
3. Capacity control will be carried out for our staff in both communal and private areas.





# IN-ROOM SAFETY AND HYGIENE MEASURES

## 5.- Room cleaning and disinfecting during your stay:

Intense cleaning of every object in your room will be carried out.

Special attention will be taken in the disinfection (with the correct cleaning products) of objects and surfaces that are considered high contact touch points such as door handles, telephones or devices, card holders, handrails, doors, tv remote controls, switches, plugs, skirting boards, tables and night tables, minibar, fans, lamps, window handles, thermostats, electric keys, soap and shampoo dispensers, hair driers ..etc.



## 6.-Check out protocol:

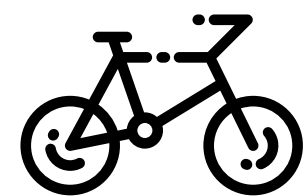
- Upon removal of bed sheets, the mattress, pillow, cushions and curtains will be pulverised using a special Virucida disinfectant spray.
- The floor will be cleaned with disinfectant products.
- The room will be aired for at least 20 minutes.



## 7.- Cleaning Staff:

- They will receive a temperature check before each shift.
- They will disinfect their work area and their cleaning products after finishing their shift.
- Designated Individual Protection Equipment will be provided: masks, disposable gloves and anti-chemical risks gloves.
- Continual training on COVID19 Risk Prevention conducted by experts will be given.





## SERVICES

**Various items:** Normally you would find pencils, notepads, coffee machine with mugs and additional amenities in your room, however due to the new safety and hygiene measures, we have had to remove these items. Please contact a member of the hotel staff if you do need anything.

**Room service:** For safety reasons, this external service has been temporarily removed. Hotel staff can tell you all about the best places to go.

**Minibar:** The drinks you find in your minibar are a little gift from us to you. If you have a craving for something else, please go to reception and the reception staff can tell you all about the products we have available.

**Services:** Not all of the services available in our hotels have been changed or removed temporarily! You can continue to use our free bike hire, our mi-fi's to have a Wi-Fi signal wherever you go, iPads in the hotel for you and your family, and of course free Wi-Fi - key for all travellers. Our left luggage is also available so you can take advantage of the city until the very last minute!

**Amenities:** 3 dispensers are available: shower gel, shampoo and conditioner. Our products are "ocean friendly business", if you need anything else please ask one of our team.



# New normal New breakfast

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# STATION BREAKFAST

We have designed a complete balanced breakfast. You will find different stations with all types of products and a great variety to start your day in the best possible way. Salty, sweet to treat yourself, delicious natural fruit, national and local produce, and a healthy station with vengan products, superfoods and freshly squeezed smoothies to make your breakfast as healthy as it would be at home. Our team will be delighted to attend you and can recommend to you the most delicious food to delight you from the word go!

\*With all the safety measures in place.







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# 03 The Hotel Guide





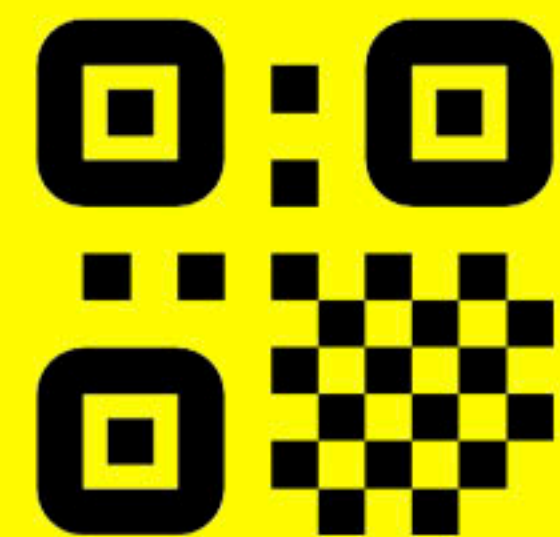
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# THE SURVIVAL GUIDE

We have developed a guide for mobile phones that you can access via the web, where you will find all relevant information about your stay.

Given the current situation, all physical contact is avoided, and all printed material is removed. We can also update the information in real time.

Just in case the “new normality” forces us to do it.

Our guide works on all operating systems with no need to download any mobile application.







# THE SURVIVAL GUIDE

## TAKE CARE OF YOU

In-room and In-hotel measures of hygiene and general protocols

## DELIGHT YOU

Breakfast, Hotel Services, Amenities

## HELP YOU OUT

Necessary contacts to communicate with the hotel and outside

## SHOW YOU

THE TOWNSTER is our blog of local hotspots in each city where our hotels are located. You will find hints and tips about where to go in the city just like a local; shops, restaurants, places to go for a walk, etc...

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# 01

## Outro Let's Fight Covid19



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**LET'S FIGHT  
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**LET'S RESPECT  
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It's been difficult and it's still not finished, so that's why it is important now more than ever that we make our stay together as responsible as possible and we act consciously, for the common good.

Our teams and hotels are prepared for your stay with us with all the safety and hygiene measures in place, but we need your collaboration to “fight” the virus.

It is for that reason that we ask you to respect the rules and protocols in place in our hotels. We have put in place signage to help you out and to make sure you get things right.

We will do what we do best... take care of you and delight you.

Thank you for your confidence put in us and your understanding – we can't wait to have you with back us!

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**IMPORTANT:** ALL MEASURES INDICATED IN THESE PROTOCOLS ARE SUBJECT TO CHANGE  
DEPENDING ON THE REQUIREMENTS THAT ARISE IN THE FOLLOWING MONTHS.