



Blue Health

**We take care of you**

HEALTH & SAFETY  
PROTOCOL



PROTOCOL AND PLAN OF ACTION

# **Safety and Hygiene**

From Best Hotels we have established an action plan mainly based on the order SND /399/2020 of May 9th , 2020 from the Ministry of Health in collaboration with ICTE (Spanish Tourist Quality Institute)

These protocols have been created by professionals from Best Hotels in collaboration with the companies that manage the self-control plans, specialized in consulting, auditing and training in health and safety in the tourism industry.

An important part that we have considered is the training of our employees to ensure the knowledge and implementation of all the processes and measures adopted.



## Processes and measures taken

A **general disinfection of all the facilities** will be done by authorized companies that will issue an execution certificate.

Control and improvement of the **safety distance**: Hotel staff will maintain social distance from guests and coworkers, avoiding any physical contact.

A **QR system** has been implemented within each establishment so that you have all the hotel information on your electronic device as well from the bar and restaurant card.

A specific **audit schedule** is established for verifying the new protocols.

All products are **guaranteed to be disinfected** prior to receipt.

We have created a **specific “disinfection”** team to carry out all the protocols established in cases of positive or suspicious in COVID-19, provided that they cannot be transferred to a hospital center.



GENERAL  
DISINFECTION



SAFETY  
DISTANCE



QR CODE FOR  
INFORMATION



AUDITS AND STAFF  
TRAINING



HYDROALCOHOLIC GEL  
AVAILABLE



PROTECTIVE  
EQUIPMENT

## **Reception**

We establish a maximum capacity and necessary measures to ensure social distancing.

Use of masks by our staff as well as separating screens.

We will make disinfectant gels available.

We will give a welcome kit with mask and hydroalcoholic gel per person.

There will be disinfecting carpet for feet and luggage wheels at the entrance of the establishment.

The cleaning of this area will be permanently reinforced.

Verification of new protocols.

## **Rooms and Cleaning**

All non-essential items such as blankets, coffee makers, magazines, brochures and other information will be removed.

Gel and shampoo amenities will be reduced, making other items that will be properly disinfected available at the reception.

A protocol is established to separate clean clothes and utensils from dirty ones to avoid any cross contamination.

Use of masks and gloves by staff.

Disinfection with products that comply with European regulations in all departure rooms, leaving even 24-hour rooms free of customers for even more security.

In addition, the TV remote control, the hair dryer and its filter, the minibar and the wardrobe hangers will be sanitized.

The cleaning of the elements of the room that are most susceptible will be reinforced daily.

## **Other services**

Adaptation of fitness and wellness to the new safety and hygiene standards. Hydroalcoholic gel is made available at the entrance.

## **Bar & Restaurant**

Hydroalcoholic gel of a must-use is made available at the entrance to the restaurant.

Use of masks and gloves by restaurant staff and masks & gloves by the kitchen staff.

A reduction of capacity is established to maintain social distance and restoration shifts are created to promote it.

Both tablecloths and single-use napkins will be used and the cleaning of tables and chairs will be extremed after use.

For Best Hotels, it is very important to continue with the commitment of the buffets and show cooking, so protection screens have been arranged in the food lines **being able to be assisted by the kitchen staff.**

We will promote the services of snacks and room-service for the comfort of the client. The bar and restaurant cards will be removed by making QR codes available.

## **Animation, Pools and Technical Service**

We will establish animation in such a way that the gauging is controlled and the security measures between people are respected.

We will turn the animation into carrying out activities mainly outdoors and avoiding the exchange of objects as much as possible.

The material used will be disinfected after each activity.

The pool will have a limited capacity to guarantee social distances and the sunbeds will be disinfected after each use, reinforcing the cleaning and disinfection of the area.

Use of masks by our staff.

The maintenance team must attend to repair parts whenever there are no guests in the room, except in justified cases.

Cleaning, disinfection and air conditioning equipment will be checked on a daily base to ensure that protocols are followed