

## PREVENTIVE MEASURES FOR COVID-19

Dear clients,

At L'Ermita Restaurant and at Hotel Gran Sol we only care about your safety and that of our staff. For this reason, we would like to be able to share the preventive measures that have been put in place to minimize the risks of contagion.

### L'ERMITA RESTAURANT

- Hydroalcoholic gel has been put on the access.
- A waiting area has been marked at the entrance before being attended.
- Capacity has been limited to meet the safety space between clients.
- Due to capacity limitations, it is possible to have two shifts. It is recommended to book in advance to avoid waiting.
- The menu can be consulted via QR code to see the gastronomic offer from your Smartphone. On request, plastic-coated menus will be available for subsequent disinfection.
- To offer a safer, more efficient and faster service, the four-course "Menu La Ermita" has been replaced by a three-course "Menu L'Ermita - Summer", always keeping the amount of food in the whole meal.
- To further minimize customer-waiter contact, a bread basket and cutlery tray has been placed in the center of the table for the customer to serve herself/himself.
- Restaurant staff will wear FFP2 masks at all times and will maintain a safe distance whenever possible.
- Non-essential decorative textile elements have been removed.
- Whenever possible, we will encourage natural ventilation.
- The air conditioning filter is cleaned regularly.

### WC SERVICES

- They are regularly cleaned with an anti-viral disinfectant.
- We kindly ask for only one person to enter each of the three spaces.
- It is recommended to use the toilet only necessary and essential occasions.
- Hydroalcoholic gel has been put on the entrances.

## OTHER COMMON SPACES

- The safety distance between customers is maintained.
- The waiters will serve you with FFP2 masks.
- Hydroalcoholic gel has been put on the entrances.
- In the swimming pool, neither the showers nor the changing rooms can be used.
- The pool water has automatic chlorine injection.

## RECEPTION HOTEL GRAN SOL

- The hosts' body temperature is taken at the entrance.
- Two protected spaces have been assigned with screens differentiated by check-in and check-out.
- The space between clients has been marked.
- Hydroalcoholic gel is available to disinfect the hands.
- We are continuously ventilating with natural air.
- Non-essential decorative textile elements have been removed.
- Surgical and clothing masks and are available, for sale for 0,75 € and 6 € respectively.
- The card/key of the rooms is disinfected with ultraviolet rays.

## STAIRS AND LIFTS

- The elevator is periodically disinfected with an anti-viral product. The use of stairs is recommended. The elevator is limited to the use of customers staying in the same room.
- The handrail on the stairs is periodically disinfected.

## ROOMS

- Before a new host checks-in, it will be disinfected with ozone, and the racks with ultraviolet rays.
- The entire room is disinfected daily with anti-viral product.
- The cleaning staff will enter properly protected to clean the room.
- Non-essential decorative textile elements have been removed.
- The bins have been replaced by ones with pedals.
- The air conditioning filter is cleaned regularly.
- The minibar is disinfected at the client's exit.

In all cases, our team has been properly trained to carry out the new prevention protocols.

We understand that as a consequence of having implemented these measures, your experience in our facilities has changed slightly, for which we apologize. We hope you enjoy your stay and we are at your disposal to solve any doubts that may arise.