

## AT ESPAÑA HOTEL WE TAKE CARE OF YOU

We are ready to come back to our hotel activity more prepared and enthusiastic than ever to give you the best of us and to do what we know best: to TAKE CARE.

Based on this we have adapted our operational processes implementing additional safety and hygiene measures and adjusting our procedures and spaces to the new circumstances.



### Extra cleaning and sanitizing

- Common areas
- Frequently used items
- Elevators
- Rooms
- Sanitizing of tables, sofas, chairs, after every service in restaurants and bars
- Luggage wheels and handles and other guest items



### Redistribution of spaces and capacity

- Safety distance required in the interaction with other people
- Reduction of capacity in common use areas, restaurants and bars
- Safe routes to guarantee distance between people
- Specific safety signage
- Protective screens in space where social distancing cannot be guaranteed



### F&B services

- Strict safety measures in the processes of delivery, preparation and consumption of F&B products
- Substitution of restaurant menus for digital QR code ones accessible from easily disinfected devices
- Breakfast "à la carte" served in the restaurant by our staff with the exception of individual and monodose sealed presentations
- In Room especially adapted breakfast for those who want to remain in their private spaces



### Personal protective elements

- Sanitizing gel in common areas and public restrooms
- Personal protective kit for guests – masks, sanitizing gel and wipes
- Personal protective equipment for employees –screens, masks and gloves
- Staff trained to apply safety protocols and practices adapted to health regulations



### Events and meetings

- Hydroalcoholic gel dispenser in each meeting room
- Daily disinfection of tablecloths and chairs
- Sanitizing rugs at the entrance of lounge areas and meeting rooms
- Setting of meeting rooms according to allowed capacity
- Your event coordinator will be available to contact you directly through your own device, to help you with your requests during the event
- All food and beverages will be served in compliance with strict food safety procedures



### Sanitizing and purification of air quality

- Increase the frequency of inspection of ventilation systems and cleaning of filters
- More frequent water sanitation protocols
- Swimming pool treated with chlorine levels that guarantee disinfection against viruses and bacteria