

At ATTALEA HOTEL we care about the health of our guests and collaborators and that is why we have developed a protocol to protect them.

Our hotel consists of 05 rooms and our collaborators amount to 03, which is a benefit for the safety of our guests in terms of contact.

We will implement this new protocol that seeks to mitigate the spread of COVID-19 in all our facilities, once we resume activities within our hotel.

ENTRY TO THE HOTEL

As always, we will try to make the welcome warm and pleasant. However, the circumstances warrant a change for the care of all and especially our guests. Therefore, before entering our facilities, we will proceed to the measurement of temperature, disinfection of shoes in footbath and suitcases by spraying them with alcohol and you will be offered gel alcohol for personal use.

All secondary collaborators to the hotel will follow the same process and will be received at the secondary entrance door to that of the reception.

ATTENTION AT RECEPTION

We will try to make the check-in process as quick as possible. It will be very important to maintain adequate social distance during your time at the reception.

- The reception staff will always be with their PPE on (masks, gloves, glasses and disinfectant)*
- Passports and other personal documents must be sent to the hotel once the passengers enter, either by email or by WhatsApp, to avoid tampering with them.*

We also have an alcohol dispenser to maintain the cleaning protocol, as well as we will focus on the constant cleaning of the reception module as it is a possible infectious focus.

HYGIENE AND SANITATION

We have increased our attention in cleaning common spaces and rooms. Our protocol includes:

- Use of work uniform adding the mandatory use of their PPE (masks, romper gloves, glasses) and disinfectant in addition to the mandatory social distancing.*
- Cleaning schedule so that the staff is aware of the disinfection steps and schedules of the different areas of the hotel.*

CLEANING AND SAFETY IN COMMON SPACES

RECEPTION:

- *Daily disinfection of the floor.*
- *The use of decorations has been modified and simplified to disinfect the areas easily and simply.*
- *Being a fairly small space, cross ventilation is possible in all common areas.*
- *People who enter this space will have to maintain social distance as well as the use of a mask. There will be posters with messages reminding them of this obligation.*

STAIRS AND PASSAGES:

For the correct use of these common areas, it will be necessary for all our guests to take precaution and abide by the actions implemented for their health care. For this, the following measures are being implemented:

- *Disinfection of stair rails and passageway floors.*
- *In the case of the passageways, posters with messages to keep the space clear have been implemented.*

PROTECTION IN HOUSEKEEPING AREAS

Just as measures have been implemented in common spaces, it is also important to know the measures in all Housekeeping areas, which are made up of laundry and rooms.

BEDROOMS:

- *The cleaning of the rooms has been reinforced, thus giving greater disinfection in each space such as bathrooms and balconies, among others, and it will be carried out on a daily basis.*
- *Bed linen and towels will be changed daily. Their laundry is in the same hotel and is not outsourced.*
- *The guest upon receiving the room can check that each implement is in good condition and with the necessary preventive measures:*
 - 1- *The remote controls for the TV and air conditioning will be disinfected daily and will be in plastic wrappers that will be discarded after each cleaning.*
 - 2- *The keys to the rooms will be disinfected and kept in special lockers so that the guest is the only one who has manipulation of them.*
- *When our housekeeping staff performs cleaning and disinfection, the guest will need to be outside their room.*
- *Our rooms are kept bare and bare to ensure that cleaning is quick but thorough.*
- *It has been chosen to avoid decorative bed elements such as cushions, blankets and others that could concentrate some type of infectious focus.*

LAUNDRY:

- *Before sending clothes to the laundry, it will be important that the guest and / or collaborator can make a report if they have any suspicion of contagion.*
- *The clothes of our guests will be washed independently, to avoid the risk of contagion.*
- *The delivery and reception of garments will be made in special bags for said service and will be delivered taking the obligatory social distance.*

TRAINING OF OUR TEAM

At ATTALEA HOTEL we are aware that our staff is fundamental to your safety and well-being, maintaining the best quality of service.

Our staff is small and this makes it easier for them to be in constant coordination. We frequently train all of our staff to ensure that our passengers have the best experience.