



OUR COMMITMENT TO
SAFETY AND WELL-BEING

**Safe
travels**

approved by



HOTEL IPV PALACE & SPA

OUR COMMITMENT TO SAFETY AND WELL-BEING

At the Hotel IPV Palace & SPA we have always aimed to offer our guests the best experience, as well as to guarantee health and well-being during their stay, maintaining our commitment to high quality standards in facilities and services.

Due to the new situation and adapting to the current measures and protocols regarding Covid-19, the IPV Palace & SPA team, together with our certified advisors, continue to apply a strategy of continuous transformation and evolution of operations and services, following the recommendations from the competent authorities and the World Health Organization (WHO), to ensure that both the stay of our guests, as well as their relationship with employees and collaborators, is done in the best conditions of safety and quality.



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Within this strategy, we have updated cleaning, hygiene and social distancing measures, in addition to specialized training for all our staff in preventive measures against COVID-19. These hygiene and protection measures support the activity of our Hotel in an environment of safety and trust.

Our large outdoor and indoor open spaces promote social distancing and ensure the safety of guests and employees. However, the Hotel, as a reinforcement measure, has limited its maximum occupancy between 60 and 70%, except for more restrictive legal regulations, and has limited and / or eliminated any service and / or activity that may cause doubts about the spread of the virus.



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The entire team at the Hotel IPV Palace & SPA is committed to building a safe environment responding to current needs, but without forgetting and ensuring that your experience with us remains unforgettable.



GENERAL SAFETY



- ✓ Reduction of our capacity by areas to guarantee security measures, in addition to redistribution of furniture in common areas to guarantee the recommended safety distance.
- ✓ Safety distance signage in strategic and confluence places.
- ✓ Stations with disinfectant gel at key points of the Hotel
- ✓ Protection screens in numerous customer service areas susceptible to contact.
- ✓ Intensification of cleaning and disinfection of objects and surfaces in common use areas that can be touched by different people.
- ✓ Reinforcement of constant ventilation protocols with natural air.
- ✓ Posters with preventive recommendations in areas with the greatest influx of customers.
- ✓ Disinfection of tools after each work shift by our staff, including their uniforms.
- ✓ Personal protective equipment for our staff and always adapted to their functions.



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GENERAL SAFETY

- ✓ The use of all elevators is limited to the maximum occupancy of the family unit, unless everyone wears a mask.
- ✓ If any guest or worker presents symptoms compatible with Covid19, the specific protocols will be applied.
- ✓ The use of a mask is mandatory in all common areas of the Hotel
- ✓ We have an external PCR and antigen testing service for all guests who wish to undergo it (for a fee) during their stay or before leaving the hotel. It will be done by appointment through our Reception. Our staff will be able to inform you with all the details.
- ✓ Every operation is in constant review taking into account the evolution of the pandemic, its treatment and the emergence of regulations, products and effective measures to combat its spread.
- ✓ This action plan is available to all our guests and is constantly updated at www.hotelesipv.com, as well as at the reception of our Hotel for any guest who so requests.

RECEPTION



- ✓ Safety distance signage.
- ✓ Protective screens on our counter to guarantee the recommended safety distance.
- ✓ Disinfection of all material delivered to the guests (room keys, etc.).
- ✓ Specific criteria for assigning rooms.
- ✓ Box to deposit the keys used at our reception desk.
- ✓ Check-out time will be at 12:00 noon and Check-in is postponed to 3:00 pm in order to guarantee room cleaning measures.
- ✓ We encourage payment by card or other electronic means, preferably contactless. POS terminals are disinfected after each use.



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ROOMS

- ✓ Use of three cloths of different colors to clean the different parts of the room in a different way. They can be safely disposed.
- ✓ Our laundry ensures the treatment of bed linen, towels, etc. at a temperature of $>60^{\circ}\text{C}$ and with disinfectant products.
- ✓ Reinforcement of disinfection in the elements that are habitually touched (telephone, TV remote control, taps, etc).
- ✓ Daily ventilation of each room for at least 10 minutes.
- ✓ The bins in the bathrooms of the rooms and common areas have a lid, non-manual operation and a double bag. In addition, the bins in the rooms are eliminated, thus minimizing the risks of transmission and manipulation.
- ✓ Extra pillows and bedding (blankets) in the closet are eliminated. If you need any of these items, they must be requested through our Reception. These items are delivered individually packaged, thus guaranteeing prior disinfection.



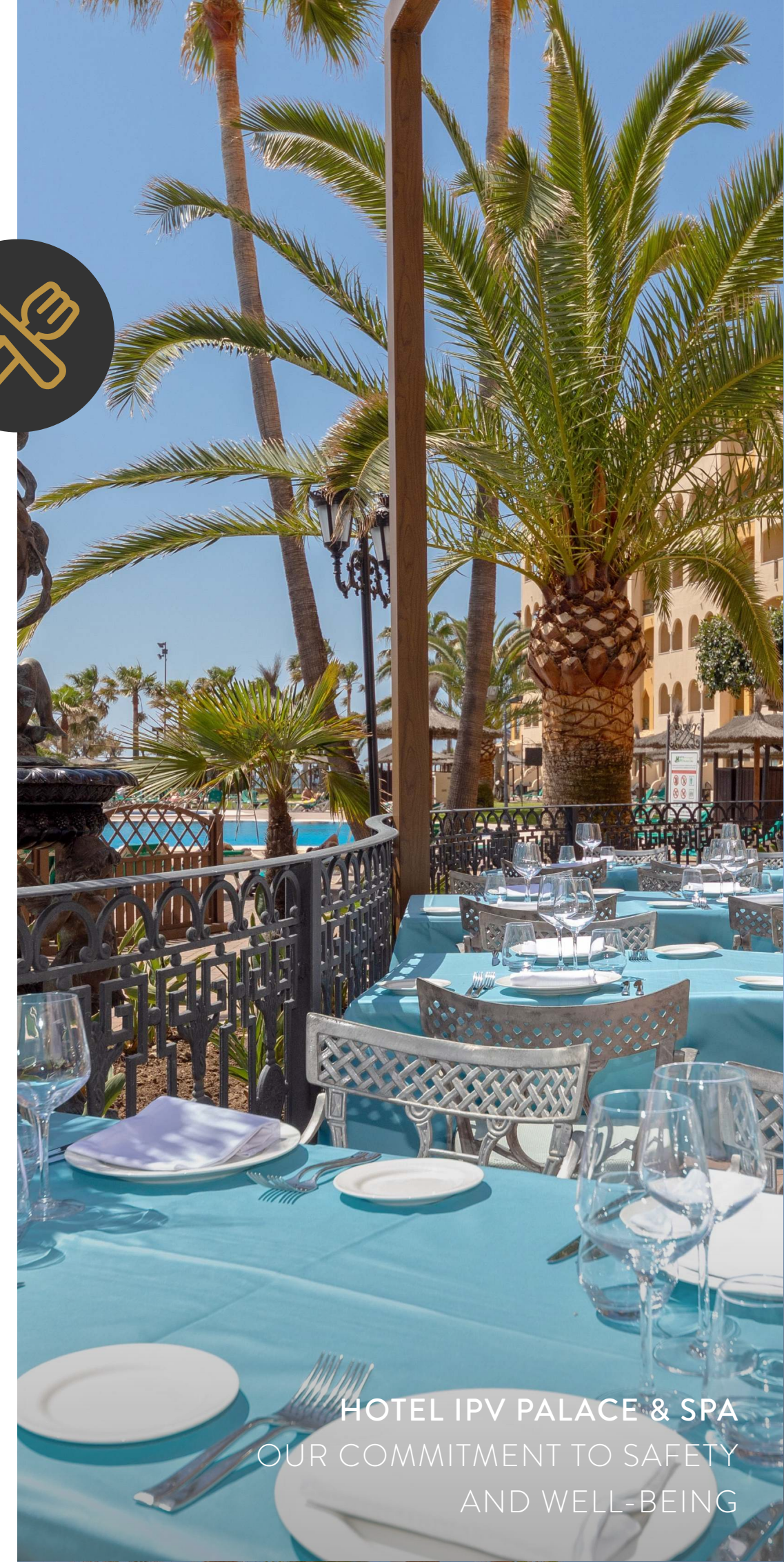
ROOMS

- ✓ Elimination of decorative elements that cannot comply with washing cleaning protocols at $>60^{\circ}\text{C}$ (cushions, plaid, etc.)
- ✓ Limitation of amenities to the essentials (gel, shampoo and soap). A courtesy mask is added for your stay. If you need any other type of amenities, you must request it from our staff.
- ✓ The glasses in the bathroom are replaced by disposable cups sealed in plastic bags.
- ✓ Toilet paper rolls are securely sealed.
- ✓ Elimination of stationery and other courtesy supplies such as coffee makers, magazines, brochures, laundry bags, etc. Some of these products are available upon request at the Reception
- ✓ Elimination of the Minibar service in the room. All guests have the refrigerator in the room for their personal use. It will be disinfected before the arrival of new guests.
- ✓ The cleaning and maintenance of the rooms are always carried out in the absence of the guest, who may decide to use the service or not. At Check-in, we offer the guest the possibility of the “Do not disturb / Do not disturb” procedure, by which their room is not fixed throughout their stay. In this case, this sign must remain on the door of your room.
- ✓ The chambermaids disinfect and clean the carts used for their work and their work areas, after each shift.
- ✓ The general information directory and the room service menu are available to our guests through a QR code to avoid touching documents.

RESTAURANT



- ✓ Capacities are controlled to avoid crowds and comply with distancing measures. It is possible that, with a greater influx in our restaurants, this will lead to organizing shifts if necessary.
- ✓ Reduction of the number of tables in our restaurants, ensuring the recommended safety distance, to minimize risks.
- ✓ Protective screens in our counter and live cooking areas, to guarantee the recommended safety distance.
- ✓ Safety distance signage in places susceptible to confluence.
- ✓ In order to access the restaurant services, hand disinfection is mandatory at the entrance. The use of a mask will be mandatory to approach the Buffet areas, while they are not consuming the food, and to move around the facilities.
- ✓ The allocation of tables is always carried out by our staff, keeping the safety distance and avoiding the passage areas of the guests.



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RESTAURANT

- ✓ All our kitchen and living room staff work with a mask, both those who are facing the guests and those who are not.
- ✓ All our dishes, glassware and cutlery are disinfected and comply with the Covid-19 protocols, in addition to a control and revision of the temperature of the washing trains (> 80°C).
- ✓ The gastronomic options are accessible in digital format through QR codes and in case of not being able to use technological means, said informative material is disinfected after each use.
- ✓ We encourage payment by card or other electronic means, preferably contactless. POS terminals are disinfected after each use.

OUTDOOR POOLS



- ✓ Capacity control to avoid crowds and to comply with distancing measures.
- ✓ Separation of sun loungers by family unit groups (min. 1.5m).
- ✓ The allocation of sun loungers is carried out by our staff in the lifeguard booth. In this way, we guarantee security and disinfection measures, so we ask all our guests to comply with these guidelines.
- ✓ Suitable water disinfection products are used for the current situation.
- ✓ Shower taps, buttons, railings and other points of contact are properly disinfected throughout the day.
- ✓ The swimming pool personnel have the necessary individual protection material to carry out their duties safely. They will remind and insist on compliance with the rules in general and specifically those related to Covid-19 on an ongoing basis.
- ✓ The use of mats, balls, toys or any leisure element outside the facility itself is prohibited.



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SPA, HAIRDRESSING AND FITNESS

- ✓ Capacity control by reservation of time slot.
- ✓ For the use of the fitness room, prior reservation is necessary for the correct control of capacity and disinfection. The use of a mask is mandatory. Interpersonal distance will be maintained at all times.
- ✓ The use of an individual towel is mandatory for the use of the machines in the fitness room.
- ✓ The use of a mask by therapists and guests is mandatory during health and beauty treatments.
- ✓ The use of lockers is limited, controlled and disinfected by staff after each use.
- ✓ Protective screens on our counter, to guarantee the recommended safety distance.
- ✓ Cleaning and disinfection of treatment rooms, fitness room machines and changing rooms after each use.



SPA, HAIRDRESSING

- ✓ Sterilization of work tools.
- ✓ Use of water disinfection products suitable for the current situation.
- ✓ We encourage payment by card or other electronic means, preferably contactless. POS terminals are disinfected after each use.



OTHER LEISURE AND ENTERTAINMENT

- ✓ We adapt the entertainment program to current limitations, always complying with the correct security and social distancing measures. Children's entertainment activities (miniclub) have been eliminated and the playground is sealed.
- ✓ Reduction of capacity for night shows, distancing the setting up of the area with tables to widen the separation by family groups.



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MEETINGS AND EVENTS

- ✓ Redefinition of our meeting and banquet rooms, adapting the assemblies and spaces, to comply with the suggested distancing measures at all times.
- ✓ All protocols are applied in relation to A&B services, disinfection and cleaning, security measures, etc. as in the rest of our facilities.

TECHNICAL



- ✓ Repairs in the rooms, as much as possible, are carried out without the presence of the guest. If this is not possible, the recommended safety distance is maintained at all times, in addition to the use of a mask.
- ✓ All personnel have individual protection and safety equipment, which is disposed of safely after each repair.
- ✓ All areas where there is intervention by staff are properly disinfected.
- ✓ We put special emphasis on the cleaning and maintenance of the air conditioning system, vents, filters, and other sensitive points.

 **HOTEL** ★★★★★ COSTA DEL SOL
IPV PALACE & SPA