



Carefree experiences

Your health and wellbeing are our top priority.



In our 35-year company history, our main priority has been to guarantee our clients' and employees' health and wellbeing. At **AQUA HOTEL GRUP** we want you to enjoy our hotels and live a carefree experience. We want to share the measures we have adopted following the current requirements established by the government and health authorities. For this reason, we have created the "Safe & Care" by **AQUA** Hotel stamp. This protocol of measures is prepared based on the current recommendations of the Ministry of Tourism and the Ministry of Health.

We want to offer you the best experience while you enjoy a carefree stay.

1. CLEANING AND DESINFECTION PROTOCOL

We have increased and intensified the cleaning frequency for surfaces, common areas, kitchens and household.

- Special intervention for the equipment exposed to contact like TV remote controls, telephones, water taps, hangers, etc.
- Room ventilation of at least 10 minutes.
- The room will be cleaned without the presence of clients.
- The minibar service will only be available upon request.



2. RESTAURANT SERVICES

We have adapted our gastronomy service with new service concepts to guarantee our clients' safety and wellbeing. We provide an assisted buffet that incorporates individual dishes. We extended our variety of dishes cooked to your taste at our show cooking always maintaining our quality standards.

- We will control the capacity, and if it is necessary, we will arrange restaurant shifts.
- Provision of had gel at the entrance of the restaurants.
- Hygiene and safety billboards will be at your disposal.
- The menus and gastronomic offers will be in a digital format with a QR code or traditional disinfected menus will be at your disposal.



3. SECURITY AND SOCIAL DISTANCE

We have rearranged the furniture at the public areas, pools, gym, spa, lobby, halls, bars and restaurants

- Information at the digital totems.
- Safety screens at the different departments.
- The use of the elevator will be limited to people from the same family unit.
- The hotel will provide sterile thermometers for the clients.
- The specific protocol will be applied to clients who show COVID-19 symptoms, the protocol established by the health authorities.



4. TRAINING AND MATERIAL FOR OUR EMPLOYEES

We have trained our teams to ensure their safety with the new anti COVID-19 protocol. We offer our clients if necessary. Our employees have all the necessary material to do their job with all the guarantees. Our service suppliers also meet the necessary safety measures.



5. EMPLOYEES' HEALTH

We have an internal protocol and early detection training. Our employees have been trained to apply these protocols and safety practices adapted to the health regulations.



6. DIGITAL EXPERIENCE

We offer digital solution techniques to avoid or minimize direct interpersonal contact. Facilities such as pre check-in or the digitization of food and beverage menus with a QR code and digital information totems.

The clients who have booked their stay on our webpage will be able to do their pre check-in by mail. A few days before their arrival they will receive an e-mail that will allow them to do their check-in online. Upon arrival they will have to identify themselves and the remaining paperwork will be prepared for them.



7. ANIMATION AND ENTERTAINMENT

Entertainment programs for children, sports and adults designed to enjoy in complete safety.

- The activities and competitions will be for a maximum of 20 people and it will preferably take place outdoors.
- Hand sanitizer will be provided at the entrance of any recreation area.
- Staff will increase cleaning and disinfection in the areas of activity.



8. SWIMMING POOLS

We will adapt the environment of our swimming pools according to the regulations.

- Please respect safety distance in necessary case.
- Cleaning and disinfection tasks will be reinforced.



9. FITNESS AND SPA

Entry by appointment only. We will follow the hygiene standards and we will have a limited capacity.

- Frequent cleaning and disinfection of surfaces, furniture, railings, knobs, hammocks, etc.
- We will provide hand sanitizer.
- Sterilization of working utensils.
- Staff will clean and disinfect the booth after each use.
- There will be hand dryers instead of towels.



10. CERTIFICATES

Our services are annually certified with the ISO 9001:2015 and now, we got a new certification called Safe travels the first global seal of safety and hygiene in the world that certifies that international hygiene and biosafety standards are met. We rely on the worldwide security leader SOCIÉTÉ GÉNÉRALE DE SURVEILLANCE (SGS) who audits us annually to guarantee the safety of all the procedures.

**These prevention measures are subject to possible changes by the Ministry of Health or government authorities.*

For more information, contact us at:

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