

SUMMARY PREVENTION COVID 19 HOTELS

General

1. Must have a non-contact thermometer
2. Provide personal protective equipment to personnel.
3. Provide ventilation, at least once a day and more frequently whenever possible, of the different areas of the establishment.
4. Interpersonal safety distances must be observed in all activities. For this and if necessary, the corresponding capacity check must be carried out. If this is not possible, the necessary protective measures and equipment must be ensured
5. Have clear and intelligible information and specific, up-to-date training on the specific measures implemented.
6. Avoid greeting by physical contact, including shaking hands, to both other staff and customers. The safety distance should be respected as far as possible.
7. The use of a disinfectant solution must be guaranteed.
8. Frequently disinfect items of personal use (glasses, cell phones, etc.) throughout the working day with soap and water when possible or, when this is not possible, with a disinfectant solution.

Floor and cleaning staff

1. Housekeeping and cleaning staff should use appropriate personal protective equipment
2. Housekeeping and cleaning staff will not agree to provide room service while the guest is inside, except for justified reasons.

Informative measures

1. The establishment must inform the customer before confirming the reservation of the established conditions of service and of the preventive measures, for their acceptance.
Information measures should include:
 - Signage with preventive measures in place in the center and guidelines to be followed by customers.
 - Indication of positions respecting the safety distance with markings or alternative measures (eg at reception, at the entrance to the restaurant, etc.).
 - Information on health care centers, firefighters, local and national police in the area, with emergency care hours and telephone numbers and their location.
 - The signage displayed must be in at least one foreign language (taking into account the country (ies) of origin of the customers).

Reception and Welcome

1. The maximum capacity of the reception area must be determined and the necessary measures put in place to ensure the distance between customers and employees.
2. The reception and welcome area must have a disinfectant solution.
3. Sharing of pens should be avoided and, where appropriate, disinfection of those borrowed after use.
4. Payment by card or any other electronic means should be encouraged, preferably contactless. This applies to all hosting services.
5. The outlet should be disinfected after each contact use.
6. Counters should be cleaned and disinfected at least daily, taking into account the more or less important influx of customers.
7. If there are cards or keys, they must be placed in a container with disinfectant at the end of the stay or after each use if they are left at reception.
8. Installation of disinfectant mats at the entrance to establishments.

Cafeteria / restaurant service

1. Assisted buffet with protective screen, through individual plates and / or covered single-dose (also with protective screen), etc.
2. Commonly used items and equipment (burette, salt, oil can, drink machines, sugar, etc.) and all decorative items must also be eliminated from all types of service.
3. In room service, the waiter, if entering the room, must use gloves to gain access to both serving and removing the service. In addition:
4. The server must wear a mask if it cannot maintain a safe distance from the client.
5. All dishware (including dish trays and lids) will be sanitized in a dishwasher.
6. Protocol for waste removal, of which the customer will be informed.

Bedroom

1. Reduction of textiles (including rugs) in the room, decorative items and equipment.
2. The bathroom trash can must have a cover, double bag and non-manual operation.
3. Blankets and pillows in closets should be protected.
4. If there is a hair dryer in the room itself, it should be cleaned (including the filter) on customer departure.
5. The hangers, in case they are not offered sealed, must be disinfected when the customer leaves.
6. Ironing service should be limited.
7. In the case of rooms shared by people who do not form a family unit, it is the health and safety / risks committee which determines the appropriate measures according to the type of client.

Common Areas

The hotel must determine the capacity of the various common areas. Which in the case of the Don Angel hotel, without restrictions, are:

- o Bar room: 300 people
- o Small room: 200 people
- o Large new room: 1000 people

- The hotel must have a disinfectant solution in the areas of passage and in the installations of intensive use by the customers. The installation of disinfectant solution at the exit of the toilet can be considered.
- Common-use toilets should have dispensers for drying paper or hand dryers. Towels, even single-use towels, should be avoided and cleaned at least 6 times a day.
- Bins must have a non-manual opening and have a double inner bag inside.
- The space where the event takes place, closed spaces for events or gymnasiums, must be ventilated 2 hours before use to ensure the regulations in force.
- The establishment must ensure that customers respect safety distances.
- We must ensure the replacement of consumables (soap, paper towels, etc.)
- Paper, gel and soap dispensers should be cleaned periodically, depending on the level of use.
- Collective or group lessons must guarantee a 2 * 2 space outside the teacher. Positions must be marked on the ground. Exercises involving contact should be avoided. Activities that can be carried out outdoors will be directed to open spaces.
- A period of non-activity must be ensured between group lesson sessions to access the cleaning and disinfection of the rooms after each given session and thus guarantee the safety of employees and customers. In all cases, the rooms will be ventilated / ventilated several times a day.

Elevators

- The rule not to share between people from different family units will be applied, unless masks are used.

Events

- Animation activities must be designed and planned in such a way as to control capacity and respect the minimum safety distance between people. Otherwise, masks should be used
- In any case, the material used in the entertainment activities must be disinfected after each use.
- Events must be designed and planned in such a way that capacity can be controlled and minimum safety distances between people respecting the arrival, breaks, food and beverage services and at the end of the event.