



**YOUR SAFE STAY IN
BOUTIQUE HOTEL SANT ROC & SPA**

COVID-19 INFORMATION

The health of our guests and employees is our priority



Because our goal is to offer you the best vacation plan and guarantee you a most comfortable stay, we have implemented a protocol to avoid any risk at **BOUTIQUE HOTEL SANT ROC & SPA**



Increased cleanliness



New hygiene and prevention measures



Equipments and adapted rooms



Health and safety tools



Social distancing rules



Digital management



INCREASE OF CLEANING IN BOUTIQUE HOTEL SANT ROC & SPA

- Increased frequency of cleaning, especially in common areas and areas with greater contact: surfaces, tables and chairs, knobs, sinks, taps, handles, elevators, reception desk, doors, furniture, sinks, floors, telephones, railings, etc.
- Disinfection of the employees' work area at the end of their shift: counters, computers, etc.
- Daily ventilation of all rooms and common areas.
- Use of disinfecting cleaning products in safe conditions.
- Disinfection, after each use, of the utensils and materials of common use, the equipment of the rooms and of the cards or keys.



NEW HYGIENE AND PREVENTION MEASURES IN BOUTIQUE HOTEL SANT ROC & SPA

- Good practice guide for proper hygiene and prevention among employees and action protocol for proper customer service.
- Provide travelers with updated information released by health authorities to reduce any risk.
- Ensure adequate protection of employees. Adequate PPE after evaluating occupational risks.
- Enabling soap dispensers, disinfectant solution and drying paper dispensers in common areas. Litter bins with manual opening and double inner bag.
- Reduction of some textile and decorative elements in the rooms.
- Information cartels for the proper use of common material and equipment.



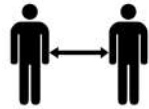
EQUIPMENT AND STAYS ADAPTED IN BOUTIQUE HOTEL SANT ROC & SPA

- Shifts, new schedules and new protocols for the use of common equipment.
- Changes in distribution and breakfast service. Breakfasts will be served at the table and a new operating protocol will be available. Preference will be given to disposable materials and objects.
- Commonly used items and equipment are eliminated: cruets, salt cellars, oil cans, beverage machines, sugar cubes and any decorative item.
- The spa, sports and relaxation area is temporarily closed.
- New protocol for the use of the bicycle garage and tools.



HEALTH AND SAFETY TOOLS IN BOUTIQUE HOTEL SANT ROC & SPA

- Provision of a non-contact thermometer in order to carry out the appropriate checks in the case of clients with symptoms compatible with Covid-19.
- Protocol of action in case of detection of a possible case of contagion, following the "Procedure of action of the occupational risk prevention services against exposure to Covid-19".
- Guarantee correct communication between the client and the customer service staff, especially in those situations that may pose a risk.



SOCIAL DISTANCE RULES IN BOUTIQUE HOTEL SANT ROC & SPA

- An itinerary is established to avoid crowds.
- Priority access is established for the elderly, pregnant women and people with reduced mobility or disabilities, as they are considered vulnerable groups, in activities that involve queues or possible crowds.
- Respect the expected capacities of each room and respect the distance measurements of two meters.
- When a modification in the distribution of the furniture is required to guarantee the interpersonal safety distance, it will be supervised so that it does not hinder the passage area and does not affect the accessibility conditions of the itinerary.



DIGITAL MANAGEMENT IN BOUTIQUE HOTEL SANT ROC & SPA

- Paperwork or that involves contact between staff and customers is minimized and will be carried out through a digital system.
- Review and adaptation of computer systems in all possible actions and procedures of the Hotel.
- Record of actions, specifying the date, time, responsible persons, etc., and creation of a history of all the documentation that may be generated: cleaning parts, external maintenance controls, delivery notes for services, sick leave, etc.
- Encourage payment by card or other electronic means and disinfect the POS after each use in which there is contact.



YOUR SAFE STAY IN **BOUTIQUE HOTEL SANT ROC & SPA**

- Our staff has participated in the design of the action protocol and has been trained to offer the best service to all our guests.
- We are applying all the recommendations of the official organisms, incorporating new measures in order to prevent any risk among our employees, clients and the general public.
- We have established a continuous review plan to control the correct operation of the measures established in the action protocol.
- The well-being of our staff and clients is the priority, so we will listen to any suggestion that can help us improve the safety and quality of our services.

THIS SUMMER WE WAIT FOR YOU IN MENORCA
WE WILL CONTINUE TAKING CARE OF YOU IN
BOUTIQUE HOTEL SANT ROC & SPA

BOOK YOUR STAY THROUGH OUR WEB

<https://www.boutiquehotelsantroc.com>

**WE ARE OPEN FROM
THE 15TH OF JULY**

