



HEALTH AND SAFETY PROTOCOL

The Hotel Jaime I has established an action plan based on order SND / 399/2020 of May 9, 2020 from the Ministry of Health, in collaboration with the ICTE.

These protocols have been created by the management companies of the self-control plans and training in health and safety in the tourism industry. They may be modified according to the evolution of the pandemic.

Hotel Jaime I staff will receive the necessary training and information to follow security protocols.

PROCESSES AND MEASURES ADOPTED

Both clients and workers should not go to the Hotel in case of having symptoms of COVID-19, nor should people at risk. If you notice any symptoms, you should immediately notify the reception staff, who will initiate the action protocol.

The hotel staff will maintain social distance with guests and co-workers avoiding any physical contact.

The hotel will have a security person to ensure compliance with COVID measures.

The hotel reserves the right of admission, in case of breach of this protocol.

The facilities will be periodically ventilated.

Materials from outside will be cleaned and disinfected.

It is recommended not to use cash.

Dispensers of hydroalcoholic solutions for hands will be incorporated in common areas.

Installation of posters in reception, swimming pool, restaurant and elevators.

Marking on the floor of common areas to ensure social distancing. Placing partitions to ensure distance.

Maintaining social distancing is the responsibility of each person.

RECEPTION

Safety screens, lifts limited to individual use or family unit.

The time of departure from the room and the hotel is at 11:00 hours.

ROOMS AND CLEANING

Superfluous decorative elements will be eliminated, as well as extra blankets and pillows.

A protocol will be established to separate dirty clothes and utensils to avoid any cross contamination.

In the laundry, the recommended cleaning and disinfection protocols will be followed.

The hotel staff will not access the rooms with clients inside, and will use masks, gloves and disposable cleaning material provided by the hotel.

It will be disinfected by spraying with virucidal products recommended by the health department.

RESTAURANT

Only the main restaurant and the exterior will be operational.

It will be mandatory to wash your hands with hydroalcoholic gel before accessing.
The staff will wear a mask.

Shifts will be established to maintain social distance and tables will be placed at the distance recommended by the protocol.

To access the buffet, the use of a mask is mandatory and the use of gloves is recommended (available in the restaurant).

ANIMATION, TECHNICAL SERVICE AND POOLS

Outdoor activities will be scheduled, always maintaining the recommended distances.

Technical service personnel will not enter a room with customers inside.

In the pools and on the terrace, social distances must be respected.

SUSPENDED OR LIMITED SERVICES

Some services will be suspended due to the difficulty of maintaining social distances and the difficulty of maintaining an adequate health security policy.

Heated pool, sauna and Turkish bath. Closed.

Indoor gym. Closed.

Bars the two outdoor bars will be operational.

Scape Room limited capacity.