

HOTEL DOÑA LINA

COVID-FREE

GLOBAL SECURITY PLAN FOR OUR GUESTS

In view of the exceptional situation we are experiencing caused by the coronavirus (SARS-CoV-2) throughout the world, at HOTEL DOÑA LINA we have prepared a plan to guarantee the maximum possible medical and health safety in our establishment.

We are a small company committed to all our customers, employees and collaborators. In order to maintain this commitment and your peace of mind, we would like to share with you some of the measures we have taken following the recommendations of health experts, health authorities and the World Health Organisation.

As an additional note, we would like to point out that some of the measures listed here were already being carried out on a regular basis at the hotel

This action plan is a document that is constantly evolving and will be updated in accordance with the decisions taken by the competent authorities regarding health and safety.

There are three Action Blocks:

1.Rooms: very strict cleaning and disinfection protocols are used in the hotel, paying special attention to high contact areas such as doorknobs, doors, bathrooms, chairs, tables, lamps, etc.

2.Common Spaces: We have increased the frequency of cleaning in public spaces, with special care in areas of high use and contact such as public toilets, reception, lift, etc.

3.Employees & Back Office: We have increased the frequency of cleaning in high contact areas, providing hygiene measures and specific protection for each position.

1. SPECIFIC PREVENTIVE MEASURES IN EACH ROOM

1. Disinfection of linen contracted with specialised external professionals, all textiles are washed at high temperature (+70°C).

2. Sanitary barrier: Double wash for both for clean linen and dirty linen without contact.

3. Sanitised rooms with disinfection treatment with specific products, focusing on the cleaning of hangers, knobs, taps, buttons, etc.

4. We have removed rugs, cushions and plaids from all rooms. Only freshly washed or disinfected fabrics are used. (according to sanitary recommendations)

5. We replace reusable materials with disposable ones (cups, plates, spoons, etc.) (according to sanitary recommendations).

6. We centralise all the information stationery of interest in the room in a single document in recyclable and disposable format that will be replaced after each stay.

7. We centralise all waste in a single waste bin located in the bathrooms, which is opened by means of a pedal. (according to sanitary recommendations)

2.SPECIFIC PREVENTIVE MEASURES IN COMMON SPACES

1. The hotel has increased the frequency of cleaning and disinfection in public spaces, with a special focus on the reception desk, different access doors, public toilets, vending machines and even the keypad at the entrance to the rooms and the hotel.
2. Room light cards will be previously disinfected to comply with the recommended hygienic measures.
3. Access to common areas: You will find a hydroalcoholic gel dispenser in each area, it is recommended that all guests use it.
4. Use of masks is compulsory and gloves are recommended.
5. In areas where documents, money, etc. are exchanged, you will always find a hydroalcoholic gel dispenser.
6. Installation of disinfectant mats to ensure the sanitisation of shoes and luggage wheels.

3.SPECIFIC PREVENTIVE HYGIENE MEASURES EMPLOYEES & BACK OFFICE

- 1.All employees working in front of the public shall wear protective masks. Employees in the cleaning department shall be equipped in a timely manners and when neccessary.
2. A disinfectant dispenser shall be provided in each work area and shall be used on a regular basis.
3. As a preventive measure, all employees shall have their temperature taken with non-contact thermometers and a daily record shall be kept of each employee's temperature at the time of arrival.