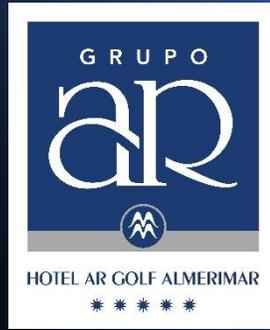# HOTEL AR GOLF ALMERIMAR ****

## HEALTH AND SAFETY PROTOCOL

At the Hotel AR Golf Almerimar we have established an action plan mainly based on the order SND /399/2020 of May 9th , 2020 from the Ministry of Health in collaboration with ICTE (Spanish Tourist Quality Institute) These protocols have been created by professionals from AR HOTELS GROUP in collaboration with the companies that manage the self-control plans, specialized in consulting, auditing and training in health and safety of the tourism industry.

We have also considered as a very important part of the safety protocols, the constant training of our hotel staff in order to ensure the implementation of all the hygiene and safety processes.

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# HOTEL GOLF AR ALMERIMAR *****

**HEALTH AND SAFETY PROTOCOL**

## General measures:

- All facilities has been desinfected prior to opening.
- All our staff have been trained to follow all the safety and hygiene protocols and will maintain social distance from guest and co-workers
- A very intensive disinfection and cleaning protocol has been established for common areas, rooms and toilettes.
- A QR sytem has been implemented at the reception in order to offer all the information to our guests in an easy way avoiding the use of papers, brochures, etc.
- Widely available hand sanitizer for guests in all the hotel facilities
- Any protocol could be modified according to the indications of the national or local health authorities.
- The use of face masks will be according to the specifications of the health authority

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# HOTEL AR GOLF ALMERIMAR ****

**HEALTH AND SAFETY PROTOCOL**

## Reception:

- Disinfection gels are availble.

-Installation of protective screens in reception

- Access to the elervators at the same time limited to members of the same family unit

-Acces to information and digital directory through QR code

# HOTEL AR GOLF ALMERIMAR ****

**HEALTH AND SAFETY PROTOCOL**



## Rooms:

- Thorough cleaning of the room with recommended virucidal products.
- Increased frequency of desinfection of surfaces with greatest contact such as switches, door handles, TV remote control, doors and bathroom fittings.
- Gel,  shampoo and other amenities will be reduced, making other items that will be properly desinfected available at the reception.
- A protocol is established to separate clean clothes and utensils from dirty ones to avoid any cross contamination.
- All non-essential items such as blankets, magazines, pencils, brochures and other information will be removed.

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# HOTEL AR GOLF ALMERIMAR *****

**HEALTH AND SAFETY PROTOCOL**

## Restaurants and bars:

- Hand sanitizer dispensers at all entrances to restaurants and bars.
- Limited capacity in restaurants and bars to guarantee social distancing
- One way signage
- Both tablecloths and single use napkins will be used.
- The cleaning of tables and chairs will be extemed after use.
- Staff equipped with PPE
- Salt, oil and vinegar will be served in single doses.
- Distance between tables will be set according to the recommendations of the health authority.

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# HOTEL AR GOLF ALMERIMAR *****

**HEALTH AND SAFETY PROTOCOL**



## Swiming pools:

-Hand sanitizer dispensers available in the showers.

- The sunbeds will be controlled by the staff in charge of their desinfection and will be assigned to the client.

- Controlled towel service to avoid corss-contamination.

- Enhanced maintenance and cleaning of pool water in order to guarantee optimum quality and pool wáter analysis will be incremented

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# HOTEL AR GOLF ALMERIMAR *****

**HEALTH AND SAFETY PROTOCOL**



## Golf Course:

The Almerimar Golf Course follows the guidelines for Safe Recreational Golf (COVID19) that are the result of contributions from the whole of Spanish golf: the Royal Spanish Golf Federation (RFEG) and the Regional Golf Federations, the Spanish Golf Course Association (AECG), the Spanish Association of Greenkeepers (AEdG), the Spanish Association of Golf Managers (AEGG) and the Professional Golf Association (PGA). They also take into account the recommendations of international bodies in the world of golf.

Golf course protocols described in a separated document

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