



# Safety Program



H

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HOTELS

# H10 Hotels, thinking of you and your safety.

**At H10 Hotels, we want your only concern to be enjoying your holiday.** For this reason, we have defined some action and prevention protocols to ensure the health and well-being of our guests, employees and collaborators in all our establishments.

All the protocols and **safety and hygiene measures** designed follow the recommendations of the WHO and have been developed in conjunction with the **Preverisk Group**, a leading international company in food safety, hygiene and health, in order to guarantee the best implementation of the measures and inspire in our guests the greatest possible confidence.

Furthermore, to ensure optimum efficiency in cleaning processes, all of our employees have received specific training from **Johnson Diversey**, a leading international company in cleaning and disinfection procedures.

**Safety and hygiene in our facilities** has always been a priority for us, but now more than ever we are taking all possible steps to ensure that travelling continues to be a safe experience.





# Staff

- Training for all staff on **hygiene and prevention measures**.
- **Taking the temperature** of all staff at the beginning of each working day.
- **Staff equipped with PPE** and trained in its correct use to guarantee everyone's safety.
- **Social distancing** measures.



# Front desk

- **New online check-in and check-out** system.
- Prioritization of **payment by contactless credit card**.
- **Social distancing** measures between guests and employees.
- **Disinfection and sterilization of magnetic room keys** after each use.
- **Monitoring people's temperature** in order to anticipate adequate medical attention.
- Specific **baggage management hygiene** measures.



# Rooms

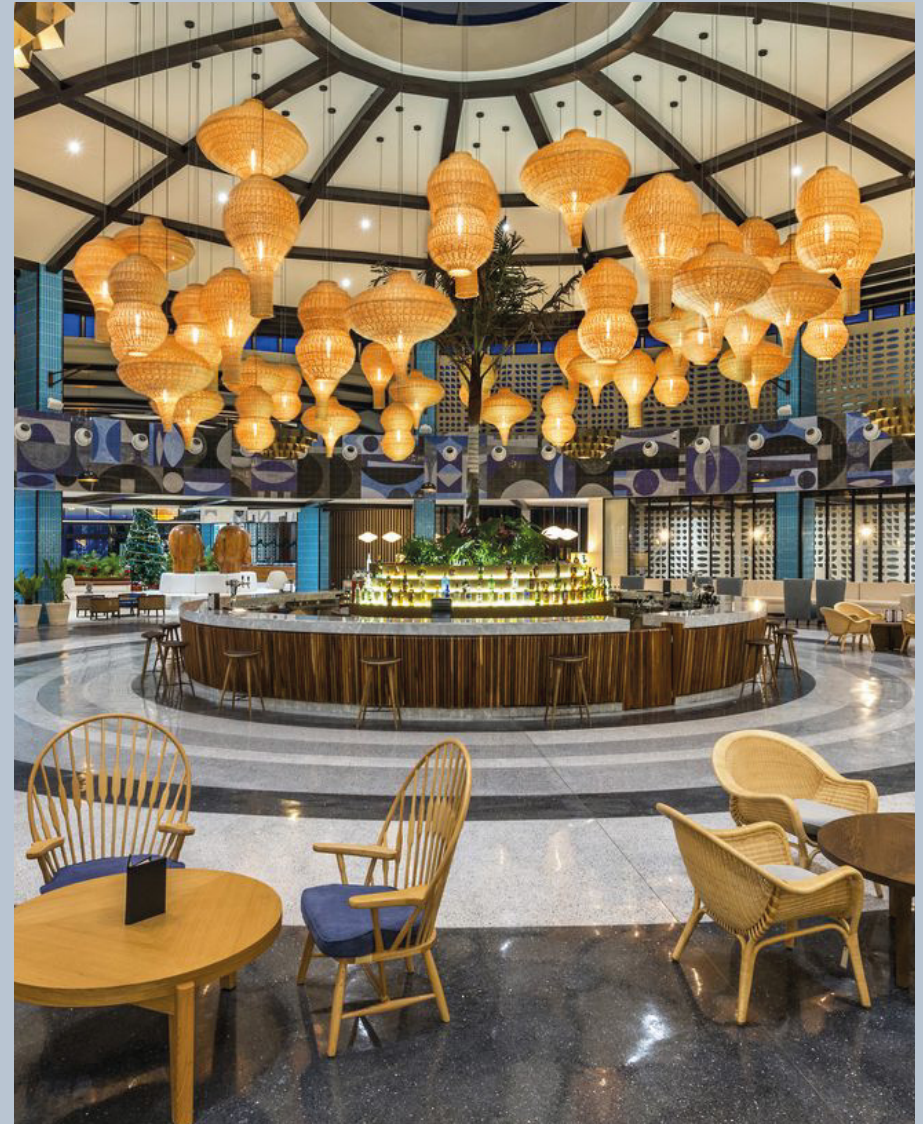
- **Thorough cleaning of the entire room** with virucidal products recommended by Johnson Diversey.
- **Increased frequency of disinfection** of surfaces with greatest contact such as switches, door handles, doors and bathroom fittings.
- Each **room will remain unoccupied for at least 24 hours** before being occupied by a new guest.
- **Washing of clothes and textiles with special programmes** to guarantee maximum hygiene.
- **Bottle of hand sanitizer** and kit consisting of two facemasks.





# Common areas

- **Thorough and more frequent cleaning** of public areas, with special attention to bathrooms and areas of greater contact.
- **Daily ventilation** of all areas.
- Common areas equipped with numerous **hand sanitizer dispensers**.
- Maximum capacity established in order to guarantee the **minimum safety distance** between people.
- **Air cleaning and purification** system.



# Restaurants and bars

- **Hand sanitizer dispensers** at all entrances to restaurants and bars.
- **Limited capacity** in restaurants and bars.
- Establishment of a **minimum distance of 2 metres** between tables.
- **Disinfection of tables and chairs** after each use.
- **Cleaning of kitchenware and equipment** with disinfectant products at the end of each service.
- **Prioritization of table service** and show cooking.
- Staff **equipped with PPE**.





# Swimming pools

- Rearrangement of furniture to ensure a **minimum distance of 2 metres** between sun loungers.
- **Limited capacity** in the swimming pool area.
- Enhanced **maintenance and cleaning of pool water** in order to guarantee optimum quality.
- **Increased frequency of cleaning** and disinfection of the pool area and its furniture.





