



C A R L O S I
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PREVENTION AND HEALTH SECURITY MEASURES

Our priority has always been to ensure the safety and well-being of our customers and employees. For this reason and given the recommendations of the relevant authorities, additional cleaning and hygiene measures have been implemented for us and some procedures and spaces have been adjusted. These changes may affect some services.

GENERAL MEASURES:

- Continuous training of the whole team on the new protocols, with a permanent update on new contingencies and scenarios.
- Delivery of the appropriate PPE, following an occupational risk assessment
- Face masks must be worn.
- Reduction of the capacity in all our facilities, taking into account the maximum capacity of each space in the hotel.
- Frequent cleaning and disinfection of communal areas, swimming pool and spaces with the highest footfall, combined with a new layout of the decorative elements.
- Reinforcement of hygiene measures in all work areas
- Recommendation of card payment in all hotel services.
- The elimination of paperwork via increased digitalisation. All hotel-related information available on mobile devices.
- The different areas of the hotel are ventilated daily
- Incorporation of hydroalcoholic solution in areas of common use.
- Disinfection of all material delivered to clients
- Placement of an urn to deposit the keys of the clients after its use.
- Installation of screens in reception.
- Information about the COVID-19 rules to be observed by guests and employees.



CARLOS I

ROOMS

- Increase in the frequency of cleaning and revisions, especially in the areas of greatest contact.
- Use of cleaning products and disinfectants approved by the health authorities.
- Cleaning and disinfection of the cleaning trolleys after daily use
- Laundry service with disinfectant products and washing above 60°
- The cleaning and disinfection of rooms is done without the presence of guests.
- Use of PPE by floor maids following health protocols.

RESTAURANT

- Adaptation of the service with the aim of reducing the manipulation and the intervention of the client in order to prevent the risk of contagion.
- Hand disinfection is recommended when entering the restaurant
- Reduction of lingerie by using disposable material
- Guarantee of safety distance between tables, adequate to the regulations.
- Use of PPE by waiters following health protocols.
- Definition of safety zones and itineraries to avoid crowding.
- The HACCP system is reinforced, cleaning the kitchenware after each use, ensuring the temperature processes and supply of disinfectant products in our equipment, such as dishwashers and their proper operation.



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SWIMMING POOL AREA

- Guests are recommended to follow the instructions of the swimming pool attendants regarding the use of the facilities in order to maintain safe social distancing and guarantee correct usage.
- Hammocks and tables will be disinfected after use.
- The distances between hammocks have been adapted while bearing family groups in mind.