



3/11/20 (5)

Dear guest,

First of all, we want you to be perfectly!!!

The security of our clients and our staff, in short, the security of every person who visits our establishments is the reason for this protocol and our highest priority at this time.

The Mares Group family has designed and implemented this strict protocol so that our clients can enjoy our services relaxed and without worries and our staff can carry out their work effectively and with all the guarantee. We need the commitment and understanding of both customers, staff and suppliers for this new form of coexistence and in such a minimize the risk of contagion of COVID-19 in our establishments.

General guidelines

- We have placed disinfectant gels to everyone who accesses to disinfect their hands.
- At the main entrance of the hotel we have placed a carpet to disinfect shoes.
- We have a thermometer at reception to take the temperature at any customer who requests it.
- We intensify the cleaning of common areas such as stairs, door handles, surfaces, washbasin, taps, etc.
- Our staff has been trained on the measures to prevent COVID-19 infection.
- We have placed posters remembering the hygienic-sanitary measures at the hotel and the guidelines to be followed by customers.
- The client has at his disposal several QR codes of the hotel to consult information, schedules and letters of restoration to avoid the exchange of documents.

FOR SAFETY AND TRANQUILITY, WE HAVE THE COMMITMENT OF EVERYONE.

WITH THE PARTICIPATION OF ALL, WE ARE SAFER

MAIN AREAS

Constant cleaning and disinfection. Among other measures, the cleaning plan will be reinforced by adding sensitive areas of passage and increasing the frequency of disinfection. In short, cleaning and disinfection is one of the aspects that will be most emphasized

- Toilets in public areas and staff area are cleaned and disinfected 6 times a day. Special emphasis is placed on areas of greater risk (door knobs, sinks, faucets, handles, counters, doors, toilet flush button, railings, soap dispensers and wipes).
- Doors and windows in common areas are open for ventilation and aeration as weather permits.
- People staying at Dos Mares will find hydroalcoholic gel for use in common areas, at all the entrances to our establishments, and with sinks at different points in the hotel.

MEASURES IN RECEPTION

As the safety distance cannot be maintained in the reception area, the **use of the mask will be required.**

We also will request that you wash your hands at the entrance, or disinfect them. We will measure your temperature (if you request it) and you will be able to disinfect your footwear on the rugs located at the entrance of the reception.

- The maximum capacity in the reception area is 2 people.
- We have placed screens on the reception desk to protect customers and staff.
- We have marked the distance on the ground with stickers.
- There are soap dispensers and disinfectant solution at the entrance for the use of anyone who requires it.
- A disinfection of the reception surfaces will be carried out at least every 2 hours, the POS will be disinfected after the use of each client.

CHECK IN / CHECK OUT

Comply with the physical distance of 2 METERS. •

- The check-in time is delayed at 15:00 while the check-out time is advanced at 11.00. If your room is prepared before you can access it earlier.
- Online check-in and informative digitization: To minimize interaction and direct contact with surfaces in the hotel, we have enabled the option to check-in online with the consequent reduction in waiting time.
- Clients staying at the hotel receive the key to their room and will keep it throughout the stay, giving it back to the reception at check out.
- For both, check in and check out, we ask all clients to leave their luggage in the car or outside, since practically all rooms have individual entrances that do not go through reception.
- The POS will be disinfected after the use of each client.

MEASURES IN THE ROOMS

Between each check-out, our team will perform a deep cleaning, disinfecting all the surfaces of the room according to the marked protocol. Special emphasis will be given to the bathroom, taps, filters, wastebaskets, hangers, telephone, door and window knobs, switches, surfaces. A high cleaning protocol will be maintained.

- The cleaners will work with a mask .
- The cleaning and maintenance staff will not provide service in the rooms while the client remains inside.
- TV and air conditioning controls will be protected in closed bags. Please do not remove it. The bag is changed after each check out.
- Bed linens and towels are washed between 60 and 90 degrees.
- The change of bed linen is done with a frequency of 3 days.
- For greater security we have removed all the blankets from the rooms. Customers can request them at reception and they will be delivered sanitized and in plastic bags.

GENERAL MEASURES RESTAURANTS

Our **restaurants** will follow all the security protocols to facilitate the social distance required in the interaction with other people and tables and chairs will be sanitized after each use.

- **It is essential to reserve a table and time for breakfast, lunch and / or dinner, since we cannot guarantee availability or a schedule**, if there is no reservation in advance. Reservations are made over the phone. Dial 9.
- We have digitized all the menus, so you can consult the menus of our restaurants with QR codes or on our website (info and menu).
- We have set up different ways to enter and exit to prevent people from crossing in narrow points and to ensure that our staff can offer, as always, an efficient and safe service:
 - o Access to the restaurant areas has a single entrance. The staff will accompany you to your table.
 - o The access that descends from the reception to the Yamani Restaurant is for the exclusive use of the staff.
- All tables are 1.5 meters apart and it is prohibited to move them.
- Disinfectant gel or hand soap dispensers (sinks) have been installed for all accessing persons to disinfect / wash their hands.
- After use, each table and chairs will be cleaned and disinfected by our staff before seating the next client. Please be patient, this measure, like all others, is for your safety.
- The tablecloths and napkins will be sanitized and washed between 60° and 90°. The rest of the material is single use only.
- The dishes, cutlery and glass are scrubbed and disinfected after each use with washing machines at more than 60°C.

Breakfast

- **Yamani**

The access to the **Restaurant Yamani is by external stairs** where you will be attended by the staff who will accompany you to your table.

The access that descends from the reception to the Yamani Restaurant is for the exclusive use of the staff

- **Breakfast hours: 08: 00-11: 00 and requires a table reservation.**
- **Breakfast will be held as usual in the Yamani**, and we will add the cafeteria according to the capacity and distance regulations of the clients if necessary.
- For the safety of our clients, we eliminated our buffet breakfast and moved it to a continental breakfast.
- **Breakfast reservation:** you have to book the table and the hour every day. It will be a table reservation for breakfast for all member of a room.
- We cannot guarantee specific tables and it is important that you comply with the assigned time schedule.

Lunch

- **Tendido 8.**

- **Lunch hours: 13:30 to 16:00**
- Tablecloths and napkins will be single use
- No reservations are made.

Dinner

- **Tendido 8.**

- **Dinner hours: 19:30 to 22:30**
- Dinner will be held at the Tendido 8, upon table reservation.
- In order to enjoy our à la carte dinners it is essential to book a table. Reservations are made through the room phone. Dial 9.
- We cannot guarantee specific tables and it is important that you comply with the assigned time schedule.
- We will follow the safety distance between the tables.
- The cloth tablecloths and napkins will be sanitized and washed between 60° and 90°. The rest of the material is for single use only.

Swimming pool

- It closes on November 3, 2020

Massage

If you need to relax, now is the time.

- A strict protocol of security and hygiene measures will be maintained.
- The masseuse will give the treatment with her mask.
- Please use of hotel QR codes to consult information.

Windsurf School

- [Miguel Angel : 636 21 98 39](#)

A strict protocol of security and hygiene measures will be maintained.

- At the entrance from the beach you will find a sink and soap to wash your hands.
- It is recommended that you bring your own wetsuit, but we have them if you need them.
- The wetsuit cleaning and hygiene treatment will be the following: cleaning, disinfection with a specific product and then they will be dried in the sun and will be used again after 24 hours.
- Cleaning and disinfection will be carried out after each use of the material.

Gym

It will be locked with the key to keep control of the necessary hygiene measures.

- It can only be used with prior reservation for one person, in order to sanitize both the door, the key and the machinery that you have used.
- You will find a glycoalkaloid gel dispenser at the exit and entry points.

Tennis and Paddle

The courts will be closed with a key to be able to carry out a control for the necessary hygiene measures.

- They can only be used under reservation of time, to be able to sanitize both the door, the key and rackets and balls if we supply them.

The use of the hotel's QR codes to consult information, schedule and menus **will prevail** to avoid the exchange of documents.

Thank you for your time, we are looking forward to welcome you very soon!!

Management Hotel Dos Mares