

# COVID-19

At **SH Hoteles**, our top priority is to ensure the safety of all our Guests and Staff. And so, we have drawn up a Contingency Plan and corresponding Action Protocol. These protocols are temporary, and we will adapt them as circumstances change.

## HEALTH, SAFETY, AND CLEANING PROTOCOLS - COVID-19

### HOTEL ENTRANCES AND COMMUNAL AREAS



In accordance with the recommendations issued by the Spanish Health Ministry and the World Health Organization, all hotel entrances have been adapted to comply with the strictest rules in response to COVID-19, with measures such as:

All the members of our cleaning team have been training and equipped with specific hygiene and protection measures against COVID-19. Furthermore, all our cleaning products will be used in conjunction with special disinfectant to eliminate COVID-19.

#### Additional measures have also been taken:

- Social distancing to minimise the risk of spreading the virus directly between people.
- We have provided all the means required to encourage frequent hand washing.
- We have reduced or removed shared items or surfaces that could spread the virus SARS-CoV-2.
- We have stepped up cleaning and disinfection of surfaces that could potentially spread the virus.

Floor markings or equivalent measures will be used in public, communal or customer service areas (reception/concierge, buffets, entrance to restaurants, shops...), where people might gather or have to queue, so as to ensure social distancing of at least 2m between people.

We also provide disinfectant hand gel in all our hotels to prevent the spread of COVID-19. We have increased the frequency of cleaning in communal areas and in the toilets of these communal areas.

We have implemented updated procedures for a swifter and more streamlined check-in and check-out, and both can be carried out electronically.

### ROOM CLEANING PROTOCOL



Our cleaning staff have received training to ensure hygienic cleaning and disinfection procedures, including the proper use of PPE, the preparation of cleaning product solutions, the use of appropriate cleaning equipment and materials, and all the specific procedures defined to prevent the spread of COVID-19.

**Routine cleaning and disinfection of rooms. We have a documented cleaning protocol in place that specifies each item to be cleaned, the order in which they are to be cleaned, the equipment and chemical product to be used in each case, PPE to be used in each task, and how the cleaning equipment and product is to be processed after use.**

#### The basic general rules are as follows:

1. No room cleaning shall be carried out in the presence of the guest (who must be informed of this).
2. Balconies and windows must be opened before starting to as to ventilate the room.
3. The order of cleaning will start with the cleanest elements of the room (furniture) and progress towards the dirtiest elements (bathrooms), always going from the highest points (lights, furniture) to the lowest points (floors). Bathrooms (taps, basins, toilets, showers...) must be cleaned with disinfectant products, ensuring that there is no cross contamination from one room to another by means of cleaning material or equipment.

**Cleaning and disinfection of rooms after guests have checked out. In this process, as well as the protocols established in the previous section, we shall consider the following:**

Disinfection of all objects that might have come into contact with guests: floors, rugs and carpets, taps and furniture in the bathroom, toilet brush, hair dryers, rubbish and recycling bins, handles, telephones, switches, TV remote controls (replacement of cover if appropriate), desks and bedside tables, chairs and armchairs, minibar and its contents, tea and coffee making facilities, pull cords on fans and lamps, window ledges and handles, thermostats, light switches, outside of plugs and switch plates, hand rails, ironing boards and irons, curtain and blind opening mechanisms...

We have procedures in place to ensure that our cleaning staff have enough time between check-out and check-in to carry out the cleaning and disinfection process safely.



### FOOD AND DRINKS CONSUMED ON THE TERRACE, AND IN THE CAFÉ AND RESTAURANT\*



To ensure we are offering this service with the utmost regard for safety, we will be working in accordance with the following protocols.

- Our cleaning staff have received training to ensure hygienic cleaning and disinfection procedures, including the proper use of PPE, the preparation of cleaning product solutions, the use of appropriate cleaning equipment and materials, and all the specific procedures defined to prevent the spread of COVID-19.

- When interacting in close proximity (less than 2 metres) with other people, including guests or colleagues, our members of staff will wear a face mask. The use of disposable gloves is compulsory when carrying out tasks that involve touching objects (cutlery, drinks, table linens...) that will then be touched by the guest.

To avoid crowding at customer service points, entrances to the restaurant, café and the terrace area, we will be working in accordance with the following protocols:

- Scheduling for staying guests, pre-allocating time slots for arrival.
- Waiting areas have been marked out to ensure personal safety distances of 2m.
- We have defined circuits and routes to minimise crossovers between guests and avoid crowding.
- We will urge guests, when entering communal or service areas, to use the hand sanitiser provided by the entrance.
- We will remove items from tables that might be handled by different guests: menus, vinegar bottles, decorative items...
- We will also remove newspapers and magazines from the café, terrace and restaurant areas, along with drinking straw dispensers and serviette holders, as well as any other items that can be shared.
- Payment in cash should be avoided - we encourage guests to make a single payment covering all expenses when they check out of the hotel, and to use technological alternatives to the physical signing of receipts.

Tables have been set up to ensure they are correctly distanced from one another, and we will use disposable table cloths.

- After each use, tables and chairs shall be duly sanitised.
- The menus for our restaurants and cafés are available with QR codes on our website [www.sh-hoteles.com](http://www.sh-hoteles.com)

### BREAKFAST SERVICE:



Continental breakfasts will be available at the SH Inglés and the SH Valencia Palace. Buffet service is available at the SH Villa Gadea.

- Individually wrapped items of food will be served, including bread and pastries, plates, and condiments (salt, pepper, oil, vinegar and other dressings will be provided in single-serve packets). The exception will be fruit with non-edible skin.
- Waiters serving tables will be wearing face masks. Any items placed on tables for guests to use (jugs of coffee or milk, bottles/jugs of water, bread baskets...) will be sanitised in the dishwasher after each use.

### POOL\*



The loungers will be spaced out further so you can relax with total peace of mind. At the end of each day, the swimming pool area will be disinfected in its entirety.

### SPA AND GYM



We have limited capacity in these spaces. Machines will be disinfected after each use.

### \*IMPORTANT OBSERVATIONS

**Hotel SH Villa Gadea.** Lunches and dinners included in board packages will be available a la carte, served menú or assisted buffet.

**Hotel SH Valencia Palace.** The Restaurante Albufera will be temporarily closed to limit capacity. Certain services will require an appointment/prior booking, and there will be limits on time and numbers (swimming pool).

**These services will resume activity when restrictions are lifted.**