

## Covid-19 Protocols for Hotel Cal Llop

**Our commitment to cleaning:** all surfaces will be treated with hospital grade disinfectant with frequency (Sanit Bio/ anti viral and anti-bacterial Sanit disinfectant from ProderPharma)

### **Exterior Areas**

1. Frequent disinfection and sanitizing of hotel entrance and outside terrace furniture.
2. Control of outside area through social distancing measures.
3. A 2 meter distance between tables, with a maximum capacity of 24 on the terrace.

### **Reception Area**

1. Continuous disinfection and sanitation of computer area.
2. Client contact with mask and gloves
3. Welcome kit for guests which includes mask, gloves, sanitizing gel, disinfectant solution.
4. Payment transactions: sanitizing of credit card processor, online payment, and no contact credit card payment.
5. Sanitized keys and paperwork for the guest.
6. List of protocols for the guest.
7. Maximum occupancy in the hotel restaurant and on the outside terrace 24 people.
8. Tourist brochures and maps at the request of the guest.

### **Restaurant/Kitchen Area**

1. Reservation only, to eliminate waiting line.
2. Disinfection and sanitizing of delivery areas to eliminate outside contamination.
3. Head coverings and gloves mandatory in kitchen area.
4. In the dining area, a 2 meter separation between dining tables.
5. Elimination of paper form wine list and menu.

### **Communal Zones**

1. Disinfection and sanitizing of handrails, door handles, furniture, bathrooms, faucets, toilets, outlets, wastebaskets with lids cleaned and emptied frequently.

### **Cancellation Policy**

In compliance with marketplace regulations, CAL LLOP guarantees that our clients will have maximum flexibility during these difficult times by implementing the following policies:

\* For those clients with ***existing reservations for a future date***, modification or cancellation is permitted without charge up to 48 hours prior to arrival. Keep in mind that whatever changes are made to existing reservations are subject to availability and cost differences.

\* For those clients ***making new reservations***, modification or cancellation is permitted without charge up to 48 hours prior to arrival. Keep in mind that whatever changes are made to existing reservations are subject to availability and cost differences.