



The Torre de Canyamel Group has drawn up a general protocol for prevention measures of the COVID-19 according to recommendations of the ICTE (Institute for Spanish Tourist Quality) and regulations of the Ministry of Health of the Balearic Islands.

It includes:

**1. Sanitary Control of our staff and specific training to guarantee compliance with protocols.**

- Healthy questionnaire and tests before the opening of the hotel.
- Permanent health control.
- Temperatures control (twice a day).
- Daily cleaning and disinfection of uniformity.
- Specific training by department.

**2. Facilities and services:**

- 24 hours Service guaranteeing information and exclusive medical assistance for our clients.
- Check in / Check Out prior to arrival
- Payment by contactless or online credit card. Payment terminals disinfection after each use.
- Correct distribution of our spaces and facilities guaranteeing social distancing.
- Installation of panels that guarantee distance and protection. (Reception, buffet ..).
- Exclusive use of services and facilities only for hotel guests.
- Garden furniture reserved in exclusivity for each room.
- Each room has an iPad for exclusive use with all information needed. No papers in the room.

- The Hotel guarantees the disinfection and maintenance of the water in the Hotel pools.
- The cloak rooms of the Hotel are limited in their capacity and only for the use of the toilette.
- The client is recommended to access the Spa in a bathrobe.
- No car parking service will be offered.

### **3. Individual hygiene measures**

- The Hotel guarantees hydroalcoholic solution for hand disinfection in all its facilities.
- Luggage disinfection service upon arrival at the Hotel.
- The client will have hydroalcoholic gel in his room and masks available at the reception.
- We ensure the distance is respected by both guests and employees

### **4. Cleaning and disinfection measures.**

- Guaranteed disinfection in rooms. Whenever possible, 24 hours will be left between last departure and the next client. After each client departure, an exhaustive cleaning and disinfection of the room will be carried out, as well as all its textile material (> 70c°), curtains, blankets, cushions, bedding ...
- Our staff will disinfect the accesses, common areas, furniture, toilets and terraces of the hotel several times daily.
- Exhaustive control of filters and air conditioning systems in common areas and rooms.
- Cleaning of the massage booths (during 30 minutes) after each use.