



SEASIDE COLLECTION

# SEASIDE COLLECTION HOTELS COVID19 PREVENTIVE MEASURES

Updated: 09.08.2021

All the extensive preventive measures that we at Seaside Collection are carrying out to minimize risks in the face of COVID-19 and contribute to your peace of mind

COVID PREVENTIVE MEASURES

# INTRO

Dear guests, partners and friends of the Seaside Collection!

We trust that you are all well and as eager and excited as we all are to see you very soon at one of our properties.

The welfare and safety of our team members and guest have been always of utmost importance for us and will be in the future under the new aspects COVID-19 brings us. We would ask you also to support us in that process to help minimise the risks of spreading Coronavirus.

We are working under the guidance of the World Health Organization, industry experts and local authorities, to fine-tune our strict security and hygiene protocols to offer a stay with “peace of mind” once we open.

We are in continuous close contact with our partners from the travel industry and the tour operators. Our protocols will be adapted to the protocols from the different European countries where our guests come from.

Given the current situation resulting from Covid-19, we are working to ensure our clients’ wellbeing and peace of mind. For this reason we wish bring to your attention that in order to meet each country’s sanitary requirements, there may be some changes that have to be made to each hotel’s services or facilities, that differ from those as described on the website. Please rest assured that any of the changes that may occur, are to ensure our clients’ wellbeing and peace of mind. By booking a stay with Seaside Collection you are confirming your acceptance that some of the hotel’s services or facilities may differ from those as described on the website.

We want you to stay healthy. Therefore, we have once again strengthened our already very strict cleanliness and hygiene regulations reviewing our existing health and safety processes and developing a new safety protocol.

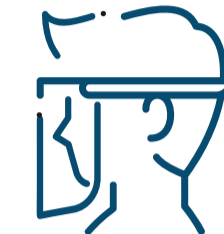


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## IN GENERAL



Health & safety committee with new reinforced procedures.



Our team members are being trained in enhanced cleaning routines, in safety & security protocols.



We are following COVID-19 guidelines provided by local and international health authorities.



We will adhere to all policies & procedures in accordance with the law and the respective authorities .



We are audited for all measures related to Covid-19, ISO9001 and Travelife GOLD certified.



3rd party companies to present their Covid 19 protocols and proof of their adherence to all safety & hygiene protocols in accordance with government guidelines and their commitment to the enforcement of these.



We are investigating the of introduction of online check in from your mobile device.



For your additional security, we are working on activating room door opening through our guest's mobile devices, to replace the key card.



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## ALL AREAS OF THE HOTELS

Always maintain the social distancing of 1,5 metres.

It is mandatory to cover your mouth and nose in all areas of the hotel except in the privacy of your room, at your sun bed, in the pool and while at the table in the bars and restaurants.

Wash your hands frequently and thoroughly throughout the day.

Sanitation solution dispensers will be available in your guest room and throughout the hotel.

Walk on the right side of the pathways, staircases, and corridors.

All areas and frequent contact surfaces such as elevator buttons, handrails, door handles and surfaces etc. are frequently disinfected.





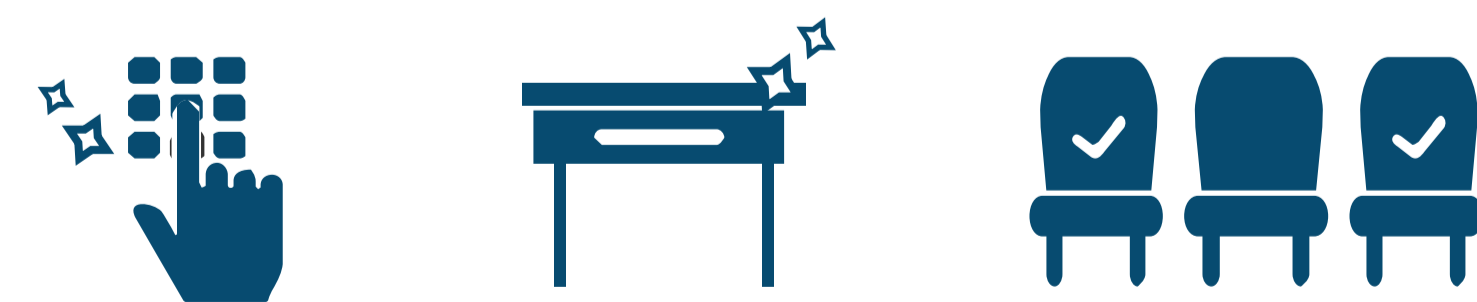
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## PUBLIC AREAS / LOBBY / TERRACE

Reduced seating available to maintain social distancing.

Disinfection of sofas, armchairs, tables, curtains, lamp shades, surfaces, etc..

Frequent disinfection of bathrooms, elevator switches etc..





# ARRIVAL

Enhance your arrival experience to a smooth and seamless arrival in a private chauffeured car (charge).

The trained drivers are awaiting you in the arrival hall to assist you with your luggage.

The car will be sanitized.

The driver will have his mouth and nose covered.





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# VALET & BELL STAFF

The first staff you will meet are our porters to give you a warm welcome.

The porters will wear mouth and nose coverings.

Valet parking on request only (where available).





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## RECEPTION

We encourage you to let us know your requests and wishes well in advance. As much as until now we have favoured the personal contact with our guests, we all understand the need of this to change Therefore

Hotel and area information as well as for example restaurant menus can be easily obtained via a QR code directly to your mobile device to have on hand throughout the day.

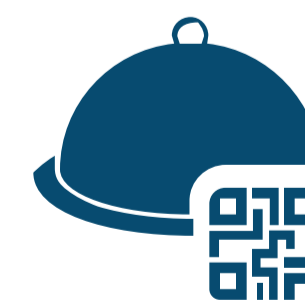
The reception staff will cover mouth and nose.

All guests will have their temperature taken on arrival at the hotel.

Key cards and pens will be sanitized after usage.

The keypad of the credit card machine will be disinfected after each use.

Surface of the reception desk will be disinfected frequently.







## ROOMS & SUITES

Our always very high hygiene and cleaning policies & procedures have been further strengthened. In collaboration with the international company Ecolab (water, hygiene, and energy technology) we have developed new protocols.

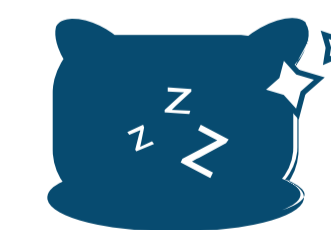
We will use additional disinfectants, especially on surfaces, doors, TV remote controls, A/C panels, light switches etc.

Carpets, sofas, armchairs and curtains will be steam-cleaned after every check out.

Bedspreads and throw pillows will be removed from the rooms.

Hand sanitizer will be available in the rooms.

Hotel Information and the Room Service Menu can be obtained via QR code.





## RESTAURANTS & BARS

One of our highlights. We wish to continue offering the famous and much appreciated breakfast and barbecue buffets.

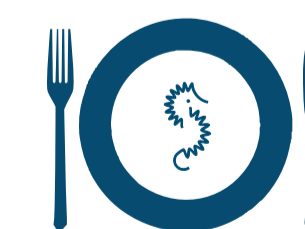
The following measures may be necessary, always depending on the occupancy of the hotel and always offering the option to dine in the restaurant:

- Two mealtimes.
- Disinfection of hands before entering the restaurant / buffet areas.
- Mandatory wearing of mouth and nose coverage at the buffet.

Additionally, in the restaurants and bars:

We adhere to HACCP (food & beverage hygiene) policies & procedures.

Limited number of tables on the terraces and in the restaurants due to social distancing.





# RESTAURANTS & BARS

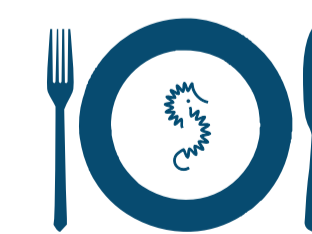
Guests are required to wait to be escorted to their table.  
All tables are disinfected after each use.

Cutlery and glasses are being laid out by white glove service.

Menus and wine lists are available via QR codes.

Condiments such as oil and vinegar, salt and pepper will only be served upon request.

All cruet stands (condiments) are sanitized after each use.





## POOLS

All pool personnel will practise safe social distancing and be vigilant to all guests. Our pools maintenance (with chlorine and salt) inactivates any trace of virus in water.

Water disinfectant products such as chlorine that are appropriate to the current situation will be used.

Limited number of sunbeds around the pools due to social distancing.

Sunbeds and tables are disinfected after usage.

Frequent disinfection of shower buttons and pool ladders.

Pool towels are washed over 60 degrees celsius.

Beverage menu available via QR code on your mobile device.

A reduced number of guests will be allowed in the pools at any one time.





## SPA

To fully enjoy your spa experience, we encourage you to reserve your spa or hair salon appointment in advance.

We offer a limited number of appointments.

Some treatments may not be available.

All therapists are wearing mouth and nose coverings.

As always, all tools and equipment are sanitized after use and in between guests.

Limited number of guests to access saunas, steam rooms, salt cave etc.

Note: In the event that the island of Gran Canaria is on alert level 4, please note that the saunas, steam rooms and salt caves will remain closed.





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## GYM & SPORTS

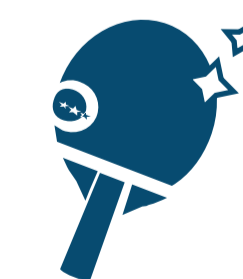
Limited number of guests to access the fitness centre at any one time.

Equipment is spaced out to ensure social distancing or separated via plexiglass divider.

All equipment must be sanitized before and after usage. Towels to be disposed of in the closed towel bin.

Yoga, Tai Chi and Aquagym classes are carried out with a reduced number of participants and always maintaining social distancing.

Tennis & Ping Pong equipment, Boule etc. have been disinfected when being handed out to the guest.





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# MINICLUB & CHILDREN'S PLAYGROUND

Access and capacity controlled.

New activities programme adapted to the current situation.

Outdoor Game Experience with turns.

Hand sanitizer to be used before accessing play areas and handling objects.





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