





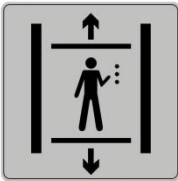
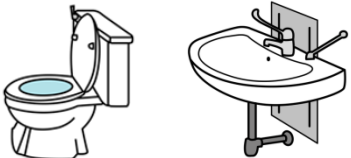
## SANITARY HYGIENIC MEASURES AGAINST COVID-19

In order to ensure the health security of our guests and employees, and based on the unique health protocol against COVID-19 in hotels and tourist apartments, forwarded by the Secretary of State for Tourism, and prepared by the Institute for the Spanish Tourist Quality (ICTE), in collaboration with other entities and sectoral organizations (chains, hotel companies, CEHAT, AESPLA, CCOO AND UGT), we make you a participant in the action plan of our hotel, which includes hygienic-sanitary measures, implementation of good practices in work processes and provision of protective equipment when necessary.






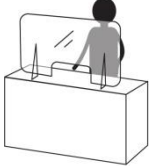
Compliance with this plan may have altered the provision of some usual hotel services, therefore, before traveling, it is recommended to confirm with the hotel the available services and any updates to local regulations or restrictions that may be in force.

Below, we remind you of the basic measures that will help you preserve your health:

### RESPONSIBILITY OF THE CLIENT

|  |   |  |
|--|---|--|
|  <p><b>RESPECT THE SIGNALING<br/>AND WAIT YOUR TURN TO<br/>BE ATTENDED</b></p> |  <p><b>MEET THE STANDARDS<br/>HYGIENIC-SANITARY</b></p>                                       |  <p><b>RESPECT THE DISTANCE<br/>SOCIAL RECOMMENDED</b></p> |
|  <p><b>TRY, IF POSSIBLE, PAY WITH<br/>CARD</b></p>                            |  <p><b>USE THE ELEVATOR ONE BY<br/>ONE (EXCEPT PEOPLE FROM<br/>THE SAME FAMILY UNIT)</b></p> |  <p><b>PREFERABLY USE THE ROOM<br/>BATH</b></p>           |

## HOTEL MEASURES

|  |   |   |
|--|---|---|
|  <p><b>RIGOROUS CLEANING AND DISINFECTION OF SPACES AND EQUIPMENT, WITH PROPER PRODUCTS</b></p> |  <p><b>PLACEMENT OF DISPENSERS HYDROALCOHOLIC GEL AVAILABLE TO CUSTOMERS</b></p> |  <p><b>SPECIAL DISINFECTION OF THE AREAS AND ELEMENTS OF MOST CONTACT</b></p>                    |
|  <p><b>DISPOSAL OF DECORATIVE ELEMENTS, TEXTILES AND COURTESY PRODUCTS NOT NECESSARY</b></p>   |  <p><b>OUR STAFF CANNOT ACCESS THE ROOMS WHILE THE GUEST IS INSIDE</b></p>      |  <p><b>PROTECTION MEASURES FOR PERSONNEL AND CUSTOMERS, SIGNALING AND REDUCTION OF JOBS</b></p> |

## OUR BREAKFAST









WE HAVE THOUGHT FOR YOU AN **INDIVIDUAL BREAKFAST SERVICE**, WITH PREVIOUS CHOICE BY YOU, AND SERVED ON A TABLE (KEEPING THE SAFETY DISTANCE BETWEEN TABLES) OR IN YOUR OWN ROOM.

## THE RESTAURANT AND THE EVENTS

All the hotel's restaurant services, including our breakfast, have been outsourced with a company of recognized prestige in the sector and professional solvency.

This company must comply with the protocol of "Measures for the reduction of contagion by the SARS-Cov-2 coronavirus in restoration services" (ICTE 2020), which includes hygienic-sanitary measures, description of good practices in work processes, and physical protection measures, if necessary.

These are some of the **basic measures** taken:

|  |   |  |
|--|---|--|
|  <p><b>RIGOROUS CLEANING AND DISINFECTION OF ALL SPACES, EQUIPMENT AND HOUSEHOLD WITH PROPER PRODUCTS</b></p> |  <p><b>PLACEMENT OF DISPENSERS HYDROALCOHOLIC GEL AVAILABLE TO CUSTOMERS</b></p>               |  <p><b>LIMITATION OF CAPACITIES AND MAINTENANCE OF THE REQUIRED DISTANCE BETWEEN TABLES</b></p> |
|  <p><b>USE OF DIGITAL LETTERS FOR BREAKFAST AND RESTAURANT, THROUGH QR CODES</b></p>                        |  <p><b>CLEANING OF CUTLERY, TABLEWARE AND DISHWARE IN DISHWASHERS, AT MORE THAN 70°C</b></p> |  <p><b>USE OF PROTECTIVE MEASURES BY YOU OF THE STAFF</b></p>                                 |





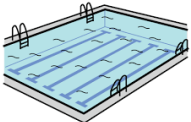

## SPA, MASSAGE SERVICE and GYM

These services have been outsourced with a company of recognized prestige in the sector and professional solvency.

This company must comply with the protocol of "Measures for the reduction of contagion by the SARS-Cov-2 coronavirus in spas" (ICTE 2020), which includes hygienic-sanitary measures, description of good practices in work processes, and physical protection measures, if necessary, taking into account those that are applicable to the characteristics of our facilities.

From the hotel management we will check and collaborate with said company in compliance with said protocol.

These are some of the **basic measures** taken:

|  |  |  |
|--|--|--|
|  <p><b>RIGOROUS CLEANING AND DISINFECTION OF ALL SPACES, EQUIPMENT AND AREAS OF MORE CONTACT</b></p>                  |  <p><b>PLACEMENT OF DISPENSERS HYDROALCOHOLIC GEL AVAILABLE TO CUSTOMERS</b></p>  |  <p><b>LIMITATION OF CAPACITIES AND ACCESS CONTROL BY APPOINTMENT</b></p> |
|  <p><b>MANDATORY USE OF TOWEL IN SPORTS EQUIPMENT AND HAMMOCK<br/>(disinfect contact areas before each use)</b></p> |  <p><b>DAILY CONTROL OF WATER QUALITY, ACCORDING TO CURRENT LEGISLATION</b></p> |  <p><b>USE OF PROTECTIVE MEASURES BY YOU OF THE STAFF</b></p>            |

The different protocols set out include, more extensively, precise information and instructions on compliance with these measures, as well as other complementary internal measures and recommendations, which, due to their length, have not been included here, but are also taken into account.

If you need more information on these issues, you can request it at: [info@lapiconerahotel.es](mailto:info@lapiconerahotel.es)

All the people who, in one way or another, provide service at HOTEL LA PICONERA & SPA, do so with the idea of guaranteeing that you fully enjoy your stay, but also, today more than ever, so that you do it one way, totally safe for your health.

We hope to see you soon!