



## **GOOD PRACTICES AND ACTIONS OF OUR ACCOMMODATION AGAINST COVID-19**

We attach this file of good practices and protocol actions that we have implemented before and during your stay at Finca Hotel el Palmar. It must be read and accepted by the client before arriving at the hotel and must be approved in writing via email or WhatsApp.

### **CHECK IN ONLINE:**

Through our hotel software "Lobby" we will send you the online check in by email. You must complete it before arriving at the hotel. In case you cannot do it, you must notify our commercial advisor in advance through whatsapp or telephone.

### **GUEST ARRIVAL AT THE HOTEL:**

We will have a specific space to receive them and we have implemented the following disinfection process before you enter the hotel: Please wear the mouth mask when you arrive at the hotel. You must apply the minimum 70% glycerinated alcohol that we will have located in the parking lot, which will be for the exclusive use of our clients. You must leave the suitcases, bags and items that you bring in the area that we have assigned to perform disinfection with Fifth generation quaternary ammonium, and then take them to the room that corresponds to you. We will take the temperature of each of the person who is going to enter. Take into account that people who have symptoms such as fever of 38 ° C or more, or who have flu symptoms associated with Covid-19 will not be able to stay at Finca Hotel el Palmar.

### **USE OF POOL:**

From the 1st of September you can use the pool without any problem. We will control the use of it, complying with protocols, for your safety and that of your family. This will be coordinated with schedules and with the administration



#### **COMMON ZONES:**

For greater comfort and less worry, we have wide open spaces, where pure air flows with less risk of contamination. In order to enter each common area, glycerin alcohol must be applied. It is important for your health to have 2 meters of distance between other guests who are not in your family group. According to our capacity, we must coordinate the use of the common areas to minimize contact with other guests.

#### **DINING AREA:**

In the dining room area where we serve food and beverages, the tables will be spaced apart, and specific hours will be handled to serve meals. Ideally, you should not cross paths with other guests, to minimize contact. If you are going to request something from the workers, you must wear a mask and stay at least 1 meter away.

#### **CHECK OUT EXPRESS:**

If possible, you should pay through debit, credit, transfer cards or through the QR code and if not, and you are going to pay in cash, you must deliver it exactly, to avoid interaction with the money. We will carry out a satisfaction survey on the tablet that we have available at the hotel, if you do not want to carry it out on the tablet, a survey will be sent to you by email or whatsapp