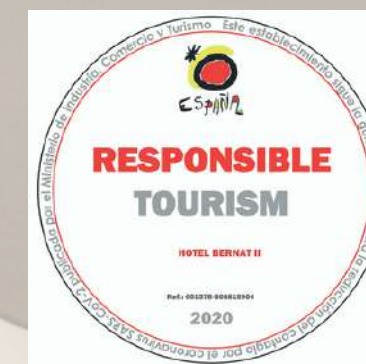


HOTEL BERNAT II ★★★★★S

# PROTOCOL AND SAFETY MEASURES





# INTRODUCTION

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# INTRODUCTION

In view of the current situation caused by the COVID-19 pandemic, the Hotel Bernat II has taken every detail into account so that our guests can come and enjoy the hotel in total safety from the opening day. We want your only concern to be enjoying your holidays.

For this reason, we have developed a protocol with all the hygienic-sanitary measures that will be taken, for both the guests and the staff of the hotel, following the recommendations of the World Health Organisation and in accordance with the directives of the Biotech Laboratory, in order to ensure the fullest implementation of the measures and so to provide all the guarantees and the maximum confidence for our guests.





# KEY ASPECTS



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# 1

## **CREATION OF THE CONTENTION PLAN MANAGING COMMITTEE.**

To define the strategies and adopt the appropriate decisions to minimise the hygienic-sanitary risks caused by COVID-19, following the Occupational Hazard Prevention recommendations based on the directives established by the WHO, the Ministry of Health and the Autonomous Community's healthcare authorities.

# 2

## **CONTRACTING THE SERVICES OF THE BIOTECNAL LABORATORY TO DEVELOP, VERIFY AND CERTIFY THE CORRECT APPLICATION OF THE PROTOCOLS MENTIONED.**

In relation with the management of the staff, the installations and continuity plan.

3

## INCREASED CONTROLS IN THE GOODS SUPPLY CHAIN.

To guarantee the safety of the goods supply chain, we have increased the controls that were already performed in the HACCP. (*Hazard Analysis and Control Points*) system.

4

## TRAINING FOR ALL THE STAFF.

In order to act correctly in each one of the situations that may arise. In addition, the staff are given PPE and temperature checks every day.

5

## INCREASED CLEANING SERVICE.

To increase the frequency of disinfection in the common zones of the hotel, particularly the hall zone, pool, lifts, door handles, lavatories, etc.

6

## DIGITISATION OF PROCESSES.

To provide the necessary information for your stay in the hotel, via the creation of a GUEST SPACE on the website, accessible with the codes supplied at reception.

# 7

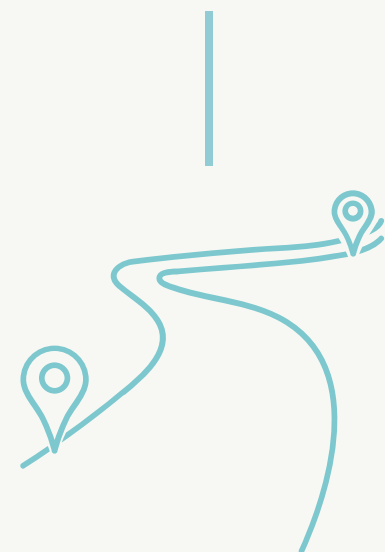
## GUESTS' UNDERTAKING IN REGARD TO OBSERVANCE AND APPLICATION OF THE PROTOCOLS:

- To respect the established capacity announced in the common zones.
- To maintain the minimum safety distance of 1.5 metres.
- To wear a facemask whenever you cannot maintain the established safety distance and also where signs announce this obligation.
- To disinfect your hands frequently with the hand sanitising solution which the hotel places at your disposal.
- If you begin to display symptoms of COVID19 such as fever, coughing or difficulty in breathing, contact the Management so that they can provide immediate assistance, notifying the competent healthcare services.



# RECEPTION

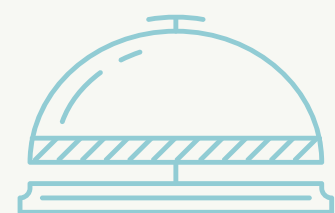
Strict control in the application of the protocols  
in order to preserve the hotel's facilities and  
guarantee that they are virus-free.



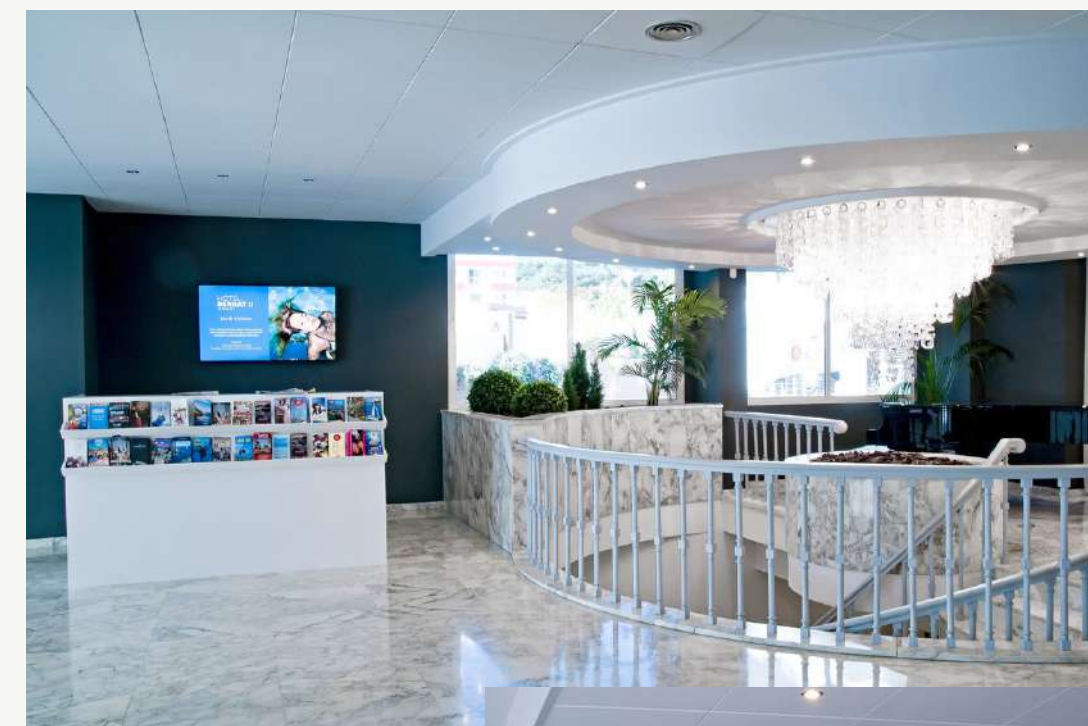
Floor marked with the recommended safety distances.



Reception protected with a glass screen.



Changes in the check-in and check-out process in order to improve the hygiene of the rooms. Check-in from 14:30 and check-out until 11:00. Late check-out subject to availability.



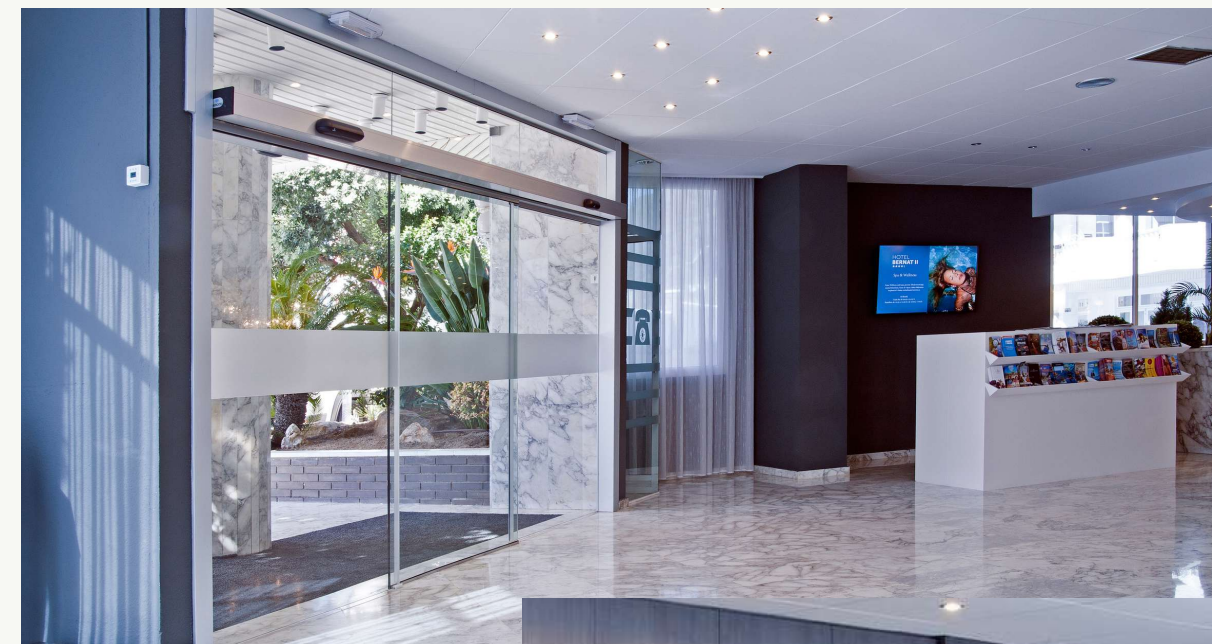




Return of keys and beach towels in the specially indicated containers.

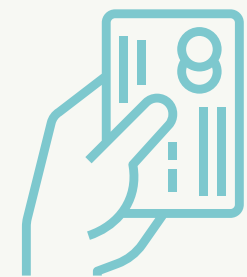


Hand Sanitiser dispensers.





Sending the bill via e-mail at the guest's request.



Recommendation of paying with credit card.







# RESTAURANT

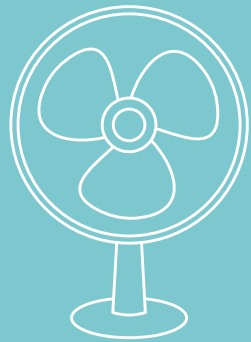


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Installation of a protective screen at the dining room reception.



Renovation of the air during all the service and ventilation of the restaurant after each service.



Hand Sanitiser dispensers.



# ROOMS

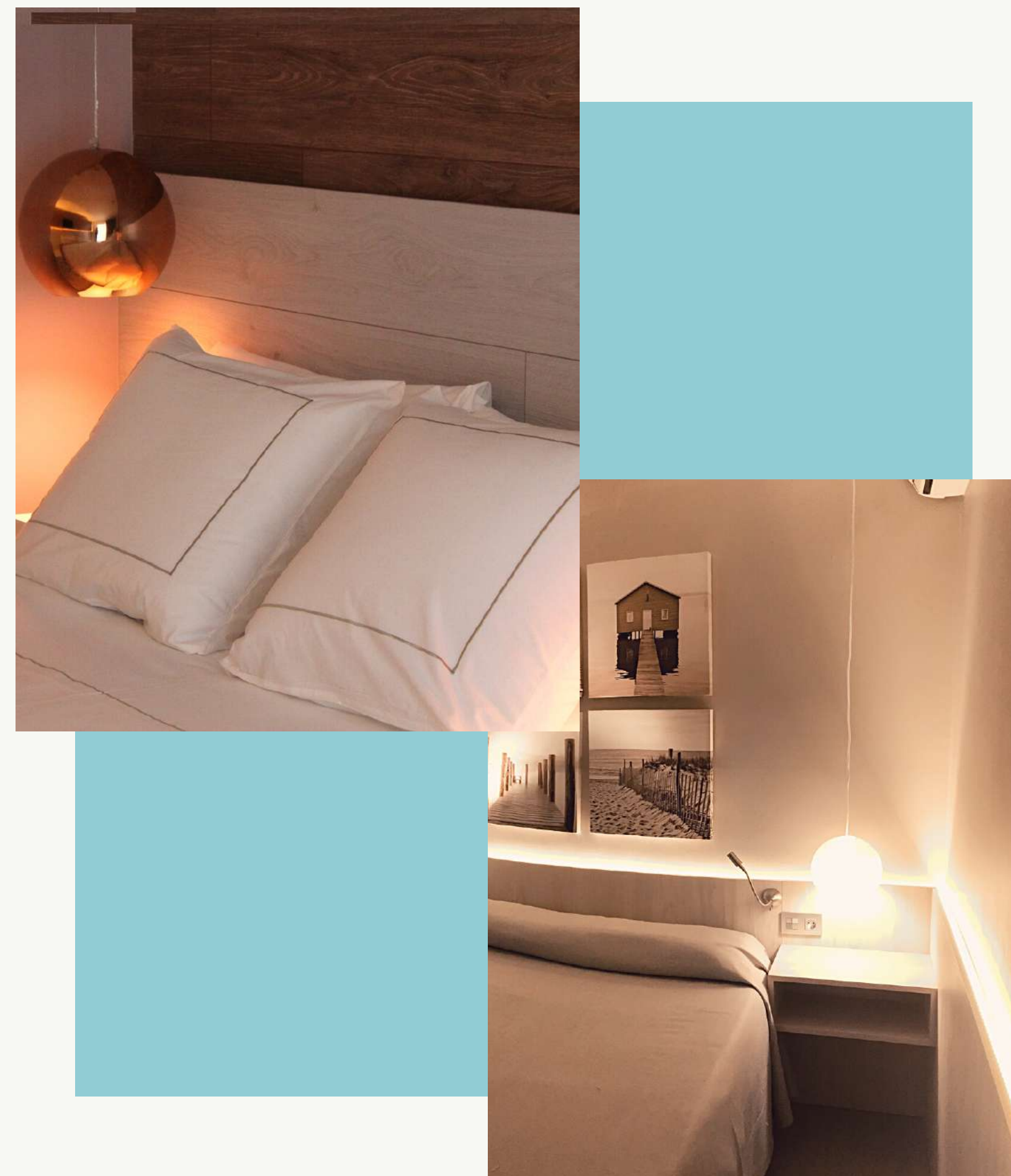
Special emphasis on  
cleaning and hygienising the rooms during  
and after each guest's stay.

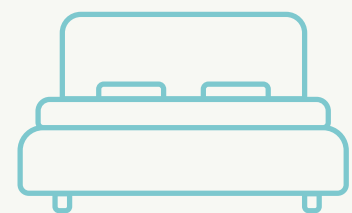


Elimination of all the information in paper format. Available in digital format in the GUEST SPACE of the website.

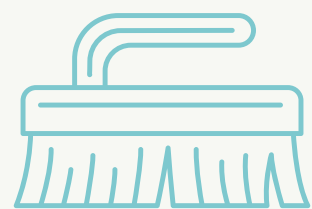


Increased frequency and precision in the cleaning of all the items in the room and bathroom and the surfaces with most contacts, such as switches, handles, doors and tapware.

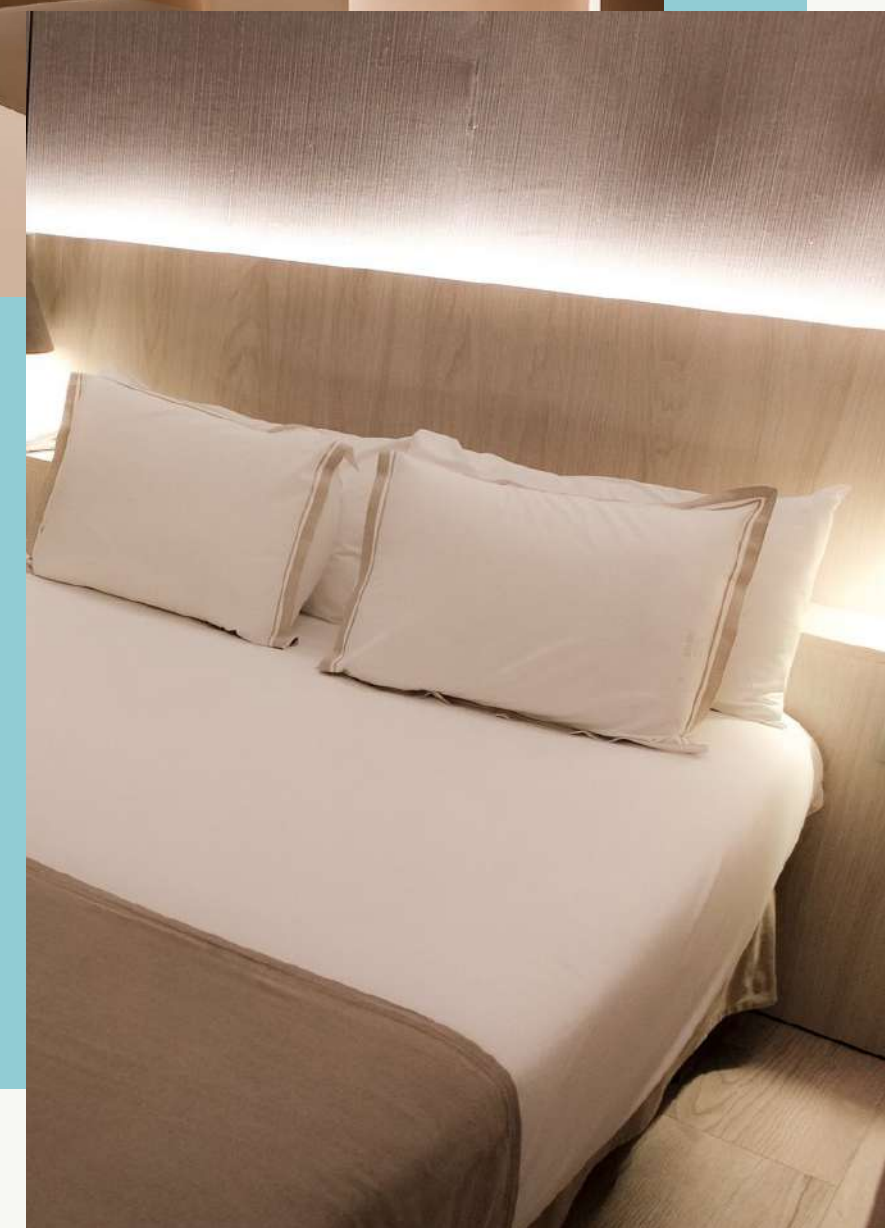




Removal of blankets and pillows from inside the wardrobe. Available at reception if necessary.



Possibility of requesting non-cleaning of the room during the stay.

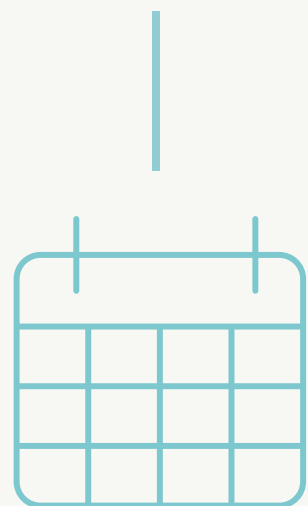




# WELLNESS SPA

Specific measures and modification of the timetables to guarantee maximum safety.





Previous reservation required for the Spa and the massage service.



Modification of the timetables of the Spa, published in the GUEST SPACE of the website.



Hand sanitiser dispensers.





# COMMON ZONES

Precise and frequent control of the  
common zones.





Installation of notices with information on the local health centres (Hospital Comarcal Sant Jaume de Calella and the Creu Grogga private medical centre), the fire service and the local police, with their location, timetables and emergency phone numbers.



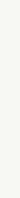
Ventilation of the common zones several times a day. Increased frequency of cleaning of the air filters.



Hand sanitiser dispensers.



Installation of notices with information on all the hotel's operating conditions.







## CONTACT INFORMATION

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