

# protocol COVID 19



**puerto marina**  
**benalmádena**  
by **mac** hotels





## General

### Dear Guest,

Following the pandemic generated by COVID19 and to make your holiday a safe place of enjoyment, we have established a number of **measures and recommendations** for you and also for our team. We hope that they will make you feel comfortable at all times. If you have any suggestions or incidents, please contact the Hotel Management.

Here below, the measures established in each area of the hotel.

The main recommendation is to keep the **social distancing of 1.5m to 2m and the obligatory use of face mask**.

Our staff has the **information, training and PPEs** necessary for you to enjoy your holiday and forget the health emergency lived for a few days.



## Welcome to the Property



We foresee additional actions to those we have been carrying out such as:

- We've placed some **disinfectant carpets** for shoes at the main entrance.
- We have installed **protective screens** between the guests and the person attending them.
- A **social distance of 2 metres** should always be respected.
- We advise you to **check in online** on our website. We will inform you of the process by email in order to minimize your time at reception.
- At the time of check-in we will provide you with a **set of safety amenities** in case you do not have your mask and antibacterial hand gel.
- We **disinfect** all the objects that can be touched such as check in tablets or POS machines in front of you.
- We promote the **use of credit** in the hotel and subsequent payment by credit card.
- We have relocated the furniture that has been needed to meet the social distances.
- For your safety, we keep open **only one access** to the property.
- We **mark the floor** to make it easier to respect the distance.



## Lifts



- We recommend that **you do not share the lift** with people that do not travel with you in your family and / or room.
- Please respect the **social distance** while waiting for the lift.
- This is one of the main spaces where we recommend the **use of antibacterial gel** before and after touching the button.
- We **reinforce the cleanliness** of this space given its intense use.

## Technology



- We have strengthened the **Online Pre Check** in in order to minimize the time spent at the reception.
- We have an **informative APP** where you will find the schedules and all the necessary information to enjoy your stay to the fullest.
- Menus for the various services are available in **QR code** or in the mobile APP for you to consult at your convenience.



## Housekeeping and Rooms

- Your room will have been **disinfected with ozone** and subsequently ventilated to ensure total disinfection after the last guest's departure. The room's idle time after this disinfection is 24 hours.
- We improve and strengthen all **cleaning processes**, incorporating disinfectants specially recommended in hospitality.
- We cannot clean your room if you are inside; if that is the case, you could be on the terrace.
- For your peace of mind and comfort, the public toilets will be **cleaned every two hours** and in the rest of the public space cleaning frequency is increased.
- We have removed most decorative and informational objects from the room such as books, magazines, plants, directories.
- We also removed additional duvets and pillows that were previously in the closet.

**If you have need anything, please contact the front desk.**



## Restaurant and Bar

- Please be respectful of the social distances.
- You will have an **assigned schedule** so that you do not have to wait in the restaurant and to maintain the maximum allowed capacity.
- **Security screens** will be placed where they may be needed.
- When you go to the buffet, you will be assisted by our team and have a specific route.
- We've relocated the furniture to keep the social distance.
- Menus for the various services are available in **QR code** or on the property's **APP**.
- For your own safety, tables will be decorated in front of you.
- We strengthen cleaning processes and temperatures to ensure proper disinfection of crockery and utensils after use.



## Pool

- For your own comfort, you will find the sunbeds separated by **groups of 2 and 4**. Please do not change their position.
- The use of towels to protect the sunbeds is **mandatory**. We have towels at your disposal.
- Warn the lifeguard when leaving the sunbeds so we can proceed to disinfect it.
- Early in the morning, **the entire pool area is fully disinfected**.
- Due to our internal operating system we already periodically analyse the water and record and dose chlorine levels automatically.



## Gym & Spa

- These services that work by **appointment only** so that the facility and care are exclusively for you.
- **Disinfection** is guaranteed after each use
- The operation of the pools is like outdoors.



## Internal and HR Dependences

- The entire team has been properly trained both in knowing the symptoms of the illness and act accordingly, for example changing internal processes.
- All the staff has completed a **health questionnaire** to ensure that all people who work do not suffer from COVID-19.
- We have an **“expert” team** that has had additional training to be able to deal with an incident regarding customers or workers who may be unwell.
- This are the measures that our team takes daily:
  - Changing of clothes, shoes and disinfection at the work place.
  - Constant **cleaning and disinfection** of utensils.
  - **Traceability** of routes and relationships between people and customers. Rigorous shifts are established.
  - Use of the necessary and department-specific **PPEs**.
  - The internal hand cleaning standard must be complied with every hour by alternating water and soap with antibacterial hand gel.



## Partners

To carry out these actions, we have taken the advice of expert partners in the field with whom we have collaborated for years; while following internal auditing and continuous improvement processes to implement and/or change whatever is necessary.

These partners are:

- **Preverisk**, a partner for 20 years and globally recognised in the Travel sector in the improvement and adaptation of “Health and Safety” protocols according to the recommendations of WHO and health authorities.
- **Vitas Xhanit**, is our reference hospital and with them we have developed a protocol of action in case any customer gets sick in the hotel. In any case, while the customer waits for medical care, he will quarantine in his room and if necessary, we have kept rooms especially to quarantine.
- **Cualtis**, is the company that develops all the protocols of prevention of Occupational hazards in order to comply with all current legislation.

As new health regulatory changes may be implemented, we reserve the right to modify everything we deem necessary to improve your stay.

**We hope you have a good rest and enjoy your stay with us.**

Best regards,

General Manager





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