

REASONS TO ENJOY YOUR STAY WITH ABSOLUTE SAFETY:



Reputation

We are a reference thanks to the satisfaction of our guests.



Digital information

We have implemented QR codes so that you have all the information on hand.



Confidence

Cualtis helps us to fulfill the highest hygiene and security standards.



Assisted buffet

Same quality, but attended by our staff.



Professional behaviour

Qualified staff, protected and well trained, keeping the close and familiar treatment that characterizes us.



Bar / Restaurant

Adapted to the new situation, with digital menus, keeping the safety distance, cleanliness and continuous disinfection..



Pool

Enjoy it as usual, but keep the safety distance.



Room

The best rest, following the most rigorous levels of hygiene and disinfection.



Leisure

You will be able to play in an idyllic environment under the strictest security measures. A dream course.

MORE INFORMATION

For more than 18 years of history of our hotel, the highest priority has always been to **guarantee the health and well-being** of both our employees and guests. Now more than ever, we commit ourselves to maintain and even improve the **high quality standards** that define the essence of our brand.

For that reason, apart from following the recommendations of the competent authorities and the World Health Organization, we have put into practice a **strict protocol of safety and hygiene measures** to make sure our guests enjoy a well-deserved rest in the safest possible way and without any kind of worries. Because taking care of you is our greatest satisfaction.

The inspiring principles to guarantee the safety of both our guests and employees are: safety distance, disinfection, minimizing the contact with those elements liable to be shared, formation of our staff as well as vigilance of their health, informing of all new procedures to guests, providers and workers.

Besides, a protocol of action advised by a qualified medical team will be activated in the event of infection, including **medical assistance at the hotel**.



RECEPCIÓN

Check In

- Once you confirm your reservation, we will send you information about all the taken measures, and about how your stay is going to be. If before your arrival you had any doubt, you could contact us calling to our phone number in order to clarify any possible doubt (**+34 959 52 82 40**) or sending an email to info@nuevoportilgolf.es
- Preferential attention to guests over 65 in any given circumstance.

Cleaning

- Hydroalcoholic gel will be available at the entrance. Workstations and work tools will be disinfected by every member of the staff at the beginning and at the end of every shift.
- All common areas and objects such as bells, lift buttons, door handles, stair rails, etc. will be cleaned and disinfected at least **every four hours**.
- There will be a container to deposit used room keys.

Safety

- Employees will keep the safety distance amongst them, and will use personal protection equipment.
- There will be a screen at the reception desk.
- In the lift, occupation will be adjusted to members of the same family/room unit, except if users are wearing a mask.
- Left-luggage office will be out of service.
- We have been advised by leader companies: Ecolab (provider of cleaning and disinfection products) and Cualtis (occupational risks prevention).



HABITACIONES

Cleaning

- Apart from the being cleaned, rooms will be completely disinfected, following a documented procedure.
- Special attention will be given to those elements with a high level of use and contact (telephones, TV remote controls, taps, hangers, etc.).
- All the elements used to disinfect a room will be **disposed of** in a safe way.
- Every room will be ventilated daily for at least 5 minutes.
- **Cleaning trolleys and offices** will be cleaned and disinfected in every change of shift.
- **Tv remote controls** will be laminated and changed after each guest.

Safety

- Chambermaids will protect themselves using personal protection equipment. There will be an internal procedure to avoid cross contamination with the change of bed clothes.
- Cleaning and disinfection of rooms will take place **in the absence** of guests.
- To avoid manipulation of documents, both the room service menú and the guest service directory will be accessible from a **QR code**.
- There will be **paperbins** whose **opening will not be manual**. They will have double bag inside.

Reduction of non essential elements

- Non essential elements will be removed from the rooms, such as decorative items, magazines, brochures or laundry bags. Only basic amenities will be offered and a dispenser of hydroalcoholic gel will be accessible to all guests at the entrance of every floor.
- Check lists will be accomplished to verify the cleaning of every room.



BUFÉ

Capacity

- Breakfast buffet will be maintained, but it will be **served by an assistant** on request of the client. Depending on the capacity and the regulations in force, shifts may be organised to optimise space.
- Depending on epidemiological phases, this service may be subject to variations.
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Cleaning and hygiene

- It will be compulsory to **wash your hands** with hydroalcoholic gel at the entrance.
- It will be developed a more strict routine regarding the control of temperature and replacement of the cutlery.
- Tables will be covered by a single-use tablecloth. Cutlery will be protected.
- In a la carte restaurants where cloth table linen is used, all material will be discarded after each customer's use.
- After every cleaning, the individual protection equipments as well as the used materials will be thrown away safely.
- There will be boards informing the guest about the cleanliness and hygiene guidelines that need to be followed and respected.

Safety

- More individual portions, and more fresh and packed products. Monodose of vinegar, salt, oil, sugar, etc. at your disposal. No decoration items.
- A member of the staff will take you to your table once disinfected. Guests will be advised to wear a face mask when approaching their table.
- Safety distance between tables. Avoidance of common corridors.
- Drinks will be served in a self service basis. Buttrons will be cleaned every 30 minutes. Bread tongs will be replaced every 30 minutes.
- We will advise payments with card and room charges.



BAR/RESTAURANTE

Cleaning

- It will be compulsory to **wash your hands** with hydroalcoholic gel, as well as wearing a mask until the moment of occupying your table.
- It will be developed a more strict routine regarding the control of temperature and replacement of the cutlery.
- Tables will be covered by a single use tablecloth. Cutlery will be protected.
- In a la carte restaurants where cloth table linen is used, all material will be discarded after each customer's use.
- After every cleaning, the personal protection equipments as well as the used materials will be thrown away safely.
- Cleaning and disinfection of every workstation in every change of shift, as well as disinfection of the payment terminal.
- There will be boards informing tht guest about the cleanliness and higiene guidelines that need to be followed and respected.

Safety

- A memeber of the staff will take you to your table once disinfected.
- Monodose of vinegar, salt, oil, sugar, etc. at your disposal. No decoration ítems.
- There will be two meters distance amongst tables.
- Waiters will be wearing personal protection equipments when attending guests.
- Control of capacity, which will never be exceding the current regulations.
- We will advise payments with card and room charges.

Digital menus

- Gastronomic offer available in digital format. QR codes in tables to connect directly with the menu.
- If technological devices cannot be used, the material given will be thrown away after use.



POOL

Cleaning and disinfection

- Safety distance will be respected. Frequency of cleaning and disinfection of pool area will be increased. Use of proper products to disinfect water.
- The staff will be wearing personal protection equipments when attending the guets.
- The towel loan service is available with a 15€ deposit per unit, to be returned after the end of use of the towels. Change of used towels for clean ones will cost 1€ per unit.

Sunbeds

- Sunbeds put on one side will mean they need to be disinfected. Normal position will mean they are ready to be used.
- Safety distance between sunbeds of two meters.
- They will be disinfected after every use.
- A member of staff will tell you which one can be used.



Cleaning and disinfection

- It will be necessary to book in advance.
- In order to guarantee the use of the facilities for all users, each sesión will take no more than 50 minutes.
- Use of specific disinfectant products after every use with special attention to the most frequently contact surfaces.
- Availability of hydroalcoholic gels.
- Sterilization of work tools.

Safety

- Control of capacity.
- Preventive information and indication of risky areas with boards and preventive advises.
- Changing rooms will not be available for multiple use, except in the case of members of the same family or room unit.
- Massage therapist and guests will be obliged to use gloves and masks during the massage service.

Hygiene

- Assistance to bathrooms and showers will be always individual. They will be periodically sterilised. Disposable paper and hydroalcoholic gel in automatic dispensers.
- Bathrooms and showers will have paper towel dispensers. Towels (even for single-use) will be avoided.

**Due to the evolution of covid19, this information could be revised if the adopted measures were modified by the competent authorities.*