

Safety and hygiene measures in Las Piteras

according to the recommendations of the *Asociación Española de Directores y Directivos de Hotel y Restauración*
(Association of Directors and Managers of the Spanish Hotel and Restaurant business)

In order to ensure our holiday guests in Las Piteras a safe stay, we have introduced the following safety measures to prevent possible infections:

Our staff has been trained:

- to measure their temperature and wash their hands before starting work
- to work with respiratory protection and gloves
- work clothes must be washed daily.
- no make-up and no contact lenses, short fingernails and long hair tied together. In addition, jewelry, bracelets, watches etc... should be avoided while working.
- Maintain a distance of 2 meters from work colleagues and holiday guests to avoid physical contact.
- to wash hands several times a day while working and to avoid touching face, eyes, nose, mouth and hair.
- If symptoms occur, to inform colleagues or superiors, for example at a temperature from 37.5 degrees on.
- to report immediately a possible infection and indicate in which areas of the complex they have been.

Measures specified in detail

- to remove unnecessary objects such as books, decorations, extra pillows, etc. from the apartments.
- to go into the apartments only with gloves and respiratory protection. The cleaning cart has to be left outside the apartment.
- first disinfection of the most frequently touched objects, such as door handles, taps, closet openers, remote controls, light switches, etc. Clean the surfaces with a damp cloth to remove dirt and prepare for subsequent disinfection. Use of suitable cleaning products. Then rinse to remove detergent residue and dirt.
- clean the coolers inside and outside.
- blankets and pillows stored in wardrobes must be protected.
- cleaning of all work utensils.
- adequate supply of cleaning and protection material.
- clothes should not be shaken for washing.
- to change gloves frequently and to wash hands before dressing and undressing.
- separation of zone <<clean>> from zone <<dirty>>

Reception

- keys are disinfected
- hand disinfectant available
- provision of a thermometer for contactless body temperature measurement

- receptionists work with respiratory protection and gloves

Swimming pool and terraces

- to keep chlorine values between 1 ppm and 3 ppm
- sunbeds and terrace furniture disinfection.
- regular disinfection of terrace surfaces
- disinfection of petanque balls after use

After a guest's departure:

- If possible, to keep the apartments locked for 24 hours and not to enter.
- to use the ozone generator according to the manual to purify the air
- to transport laundry in closed plastic bags.
- toilet paper etc... must be disposed of and replaced with new one
- deep cleaning with suitable products.

Procedure in the event of an infection of a holiday guest:

If a guest believes to have any symptoms (fever, dry cough, tiredness, sore throat, diarrhea, headache, conjunctivitis, loss of sense of smell or taste, difficulty breathing, chest pain, inability to speak or move):

- to inform a manager immediately
- to write down all information about the incident (date, time, location, who...)
- to inform health authorities on phone number 112 or 900 112 061

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