



Dear Client,

We thank you for having selected the Hotel Balneario Las Arenas for your stay in the return to the “new normal”.

As you know, there are currently regulations on accommodation imposed by the Government of Spain and the Ministry of Health through the Spanish Tourism Quality System (ICTE), which are quite restrictive in certain aspects that We would like to highlight:

RESERVATION

In our reservation process on our website or by telephone, we will ask you for your email address to be able to send you all information of the Hotel in advance during this exceptional time of having to cope with the COVID-19 virus.

We will try to streamline the subsequent check-in process to the maximum.

Our special protocols are also available on our website.

Our personnel have a daily temperature check upon arriving at work, and also respect and have all necessary protective measures available to them, in addition to having been trained on COVID-19.

We have special protocols in the case of any suspected case of COVID being detected, for both our clients and our employees.

RECEPTION/CHECK-IN

If entering through our main entrance, you will find a mat for disinfecting shoes. Please use it and make sure to dry your shoes on the next mat. We offer a suitcase disinfection service if you require it.

The disinfectant product that we use throughout the Hotel is ALCOLAC PLUS, a product with high virucidal power, but which is not aggressive on either the skin or fabrics.

It is mandatory that you maintain the safe distance from our personnel and other clients, and wear your protective mask.

If you do not have a mask, or have forgotten it, we offer masks, gloves and water-alcohol gel at our reception.

We recommend disinfecting your hands in the interaction prior to check-in and afterwards, using the water-alcohol gel dispensers that are available to you.

Please notify us if you need to be assisted to your room, or if you would prefer to go by yourself.

Additionally, we ask that you let us know if you wish to restrict access to your room by our personnel, and do not want them to clean the room during your stay.

We also inform you that for your safety and that of our personnel, as an exceptional measure, the **Valet parking service is not permitted at this time**. It is strictly prohibited to park our clients' vehicles, and you will have to do so yourself in the Hotel parking.

ROOM

Our personnel work with gloves and masks to clean your room.

You will find that your room does not have any ornamental element, blanket on the bed, cushions, stationary items, books or magazines, etc.

The recommendation of the health authority is that we remove any item which is likely to be handled.

Your room has been disinfected and aired in advance, the air conditioning evaporator from your room has been disinfected in our closing period.

Your TV remote control has been disinfected and sealed in advance.

All our bedsheets, towels and restaurant table linen are processed at high temperatures at an external laundry (ILUNION), which holds and complies with the **UNE-EN 14065 CERTIFICATION OF CONTROL SYSTEM FOR BIOCONTAMINATION IN TEXTILES**, and is currently the only laundry in all of Spain which possesses it. It is one of the first laundries in the world to achieve a +500, the highest score of the EFQM European Seal of Excellence, granted in our country by the Management Excellence Club (CEG) and certified by Bureau Veritas.

The refrigerator and all products of the minibar in your room have been cleaned and disinfected and it is fully available for use.

The coffee maker in your room has been disinfected in advance, and during this period, fully disposable cups and other items are temporarily available.

In the bathroom, we have replaced the glass cups with disposable cups, given that it was not possible for housekeeping to wash them at high temperatures.

If you would prefer our personnel not to enter your room during your stay, please let us know. We normally carry out the cleaning service on a daily basis and also the turndown service in the evening.

COMMUNAL AREAS

The communal areas of the Hotel are currently limited to 60% capacity in indoor areas.

The bathrooms of the Hall have a limited capacity, which in our case is 2 people in the men's bathroom, 2 people in the women's bathroom, and one person in the disabled bathroom behind the Hotel reception.

The maximum permitted capacity is shown on the door of each bathroom.

We remind you that with actual regulation is mandatory to wear a face mask in indoor and outdoor spaces.

Wash your hands periodically, or use the water-alcohol gel dispensers which are available in all areas.

Be respectful toward the other clients and Hotel personnel with these series of measures.

Our outdoor and indoor furniture is duly cleaned and placed maintaining safe distances. Please ask our personnel for assistance for any change or movement you may require.

LIFTS

The lifts can only be used by one person at a time, or by guests staying in the same accommodation unit. If you shared the lift with other guest , all should wear a mask.

The buttons are disinfected every two hours; nevertheless, we require you to practice hand hygiene frequently.

BAR

The bar area is open but with service only at the tables indoor and outdoor. In order to avoid unnecessary contacts.

Our indoor and outdoor tables and chairs are placed maintaining the indicated distances; if any change is required, please ask our personnel.

At this time, you have the menu available , physically in disposable format, or by QR code.

The tables and chairs are disinfected between each use.

We remind you to wear the mask if you are not consuming food or beverage products.

BREAKFASTS

Temporarily and for safety reasons , we have eliminated the buffet service.

Our Sorolla Restaurant is available from 08:00 to 11:00 for breakfast service. We have planned two different shifts (08-09,30/ 09,30-11 hours) In order to avoid masifation. You will be asked at your arrival. The period between 08,00-09,00 hours is regularly more quiet.

We ask that you use the water-alcohol gel upon entering, and wait to be assigned a table and accompanied to it.

We have a continental breakfast served at the table that you can complement with eggs or any other hot items.

ROOM SERVICE

We have it available 24 hours. Please use the extension 5011 to place your order. Our waiter can live the cart at your door or pass it to the room, we live it at your choice.

Please when you finished the service place the cart out and call again the extension 5011, in order to be collected. Thank you.

SMOKING

There is a new government regulation starting August the 18th, that forbid smoking in public areas, if you do not respect 2 meters distance from other persons, no matter if they belong to your family or group, It is for that we had forbidden to smoke in our Terraces , swimming pool, and Restaurant. You will have to look for a quiet place keeping two meters distance from other person to smoke.

SOROLLA RESTAURANT

This year it will be our only Restaurant for serving lunches and dinners and for snack services, in order to guarantee the necessary separation between clients.

Once again, we require that you use the water-alcohol gel upon entering and waiting to be assigned a table and accompanied to it, while respecting safe distances from other clients. We remind you to use your face mask till you are seated at your table.

Remember not to move furniture without the assistance of our personnel.

We suggest always making a reservation in advance to avoid waiting.

SWIMMING POOL

This summer, during the months of July and August, the swimming pool will be available from 09:00 to 20:00.

The bar will provide drinks service only to Hammocks, to avoid the circulation of people and offer greater safety and protection to all our clients, operating from 11:00 to 20:00.

Please wear a mask in your displacement and toilets.

Loungers cannot be reserved; we ask that you do not place towels or other objects on them if you are not going to use them. After an hour has passed without the hammock being occupied, our lifeguards will remove the objects and clean and disinfect the hammock for the next client.

Due to the special healthcare conditions this year, we ask that you do not change hammock, and also do not move them from where they are located, given that they are placed respecting the 1.5m distances, with the next hammocks placed accordingly on all sides.

In the water, safe distances from other clients must be maintained, and the maximum capacity must always be respected. Please pay attention to the observations of our lifeguards, who are the highest authority at the swimming pool.

We remind you that smoking is actually forbidden in the area.

INDOOR SWIMMING POOL

Opening times from 10 to 20 hours. Limited access to 10 people at a time, please respect the capacity and the distance between guest.

SPA

We have limited our thermal circuit (18 pax) and the use of our changing rooms to the authorised capacity to maintain minimum safe distances. We recommend accessing the Spa having already changed in your room, with the bathrobe available.

Once again we require that you use the water-alcohol gel and mat for disinfecting shoes upon entry, and wear your mask during interactions with our personnel.

Please stay at the marked distance in the access to the Spa, if there is other guest waiting.

We have special protocols carried out within our Spa, which can be downloaded using the QR code provided.

The time between one treatment and another has been extended to allow proper disinfection of the room between clients.

Please always follow the instructions of our personnel, and respect the safe distance from other clients.

GYM

For proper control we have reduced the opening hours, and ask clients to make a reservation. We have limited the capacity (6 pax.) so that clients can maintain safe distances. Please pay attention to the signs and warnings.

We carry out disinfection after each use.

SUPPLIERS

All our suppliers are equipped with the corresponding PPE and goods are disinfected prior to entering storage.

We have taken these measures to guarantee your safety, and that of all our clients and employees. Please help us to make your stay safe. Thank you for your trust in us.

MANAGEMENT.

