

## HEALTH PROTOCOL HANDBOOK

ILLA EXPERIENCE HOTEL JANUARY 2022



### Overview

This handbook explains the measures and procedures that IIIa Experience Hotel has implemented in all its operations areas, to guarantee that your stay with us is safe and free from the risk of infection.

Our priority and main goal will always be to safeguard your wellbeing, so we urge you to follow the rules contained in this handbook.

We would like to thank you for your understanding and empathy during this transitional phase, we are sure that you will live unique experiences full of unforgettable memories.



# Our opening hours

### HOTEL 24 HOURS

CHECK-IN BEFORE ARRIVAL CHECK-IN TIME: 14HOO P.M. CHECK-OUT TIME: 12HOO P.M.

### RESTAURANT

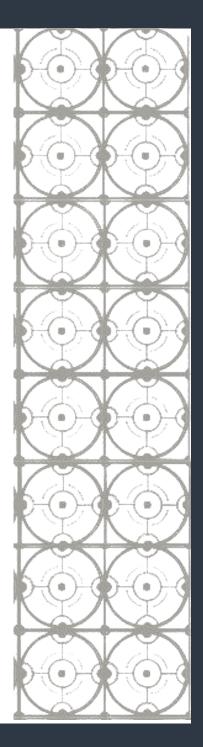
BREAKFAST: FROM 07HOO A.M. TO 10H30 A.M.

LUNCH: FROM 12H30 P.M. TO 15H30 P.M.

DINNER: FROM 19HOO P.M. TO 22HOO P.M.

### SPA

ON REQUEST MINIMUM TIME NOTICE: 3 HOURS MAXIMUM TIME OF USAGE: 3 HOURS



### Important Procedures



# 01

#### Internal Activity Check-ins

Our hotel has established internal activity check-ins that allow us to detect contact between people inside the hotel. Meaning that our staff and our guests can feel safe in regards to contact among other people.

### Temperature checks

Every individual who sets foot at our hotel will have its temperature scanned and recorded. The temperatures will be ensured to be within the healthy range to ensure the health of all our guests. The temperatures will be recored on the hotel's biosecurity log.

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### Sanitizing agents

Both alcohol and hand sanitizers will be provided to every guest upon arrival. Moreover, guests will find alcohol and gel dispensers across the hotel where they will be able to use them as sanitizing agents.

### Shoe disinfection

The sanitizing tray and mat situated at ILLA's entrance is treated with a hydroalcoholic solution that enables it to disinfect shoes. The hotel will provide disposable slippers to our guests upon arrival to prevent germs entering the hotel.

### Luggage

Every piece of luggage will be disinfected by our staff members upon arrival.

### Important Procedures



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### Penguins

Our hotel uses air purifiers across our areas in order for it to ventilate the air, we call them "penguins"

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### Ozone machines

Constant disinfection of all areas will be carried out with ozone machines, especially for rooms and public areas. This will purify the air across the hotel and ensure that the air that circulates around our hotel has been ozonofied.

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### UV Lights

Constant disinfection will be carried out with UV light; including common areas, rooms, decorations, technological equipments, keys, furnitures, etc. The UV light has been proven to kill bacteria and germs at an efficient level.

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### Cleaning of staff uniform

Our staff's uniform will remain at the hotel in order to be washed daily at temperatures above 60°. This will ensure that bacteria that has stuck to the uniform, is removed by the staff member's next working day.

### Rooms



## 01

### In-depth cleaning

All the occupied rooms will be cleaned and disinfected twice a day. This includes: curtains, furniture and air are disinfected daily with a hydro alcoholic solution, UV Lights and ozone machine. Lingerie is washed at temperatures above 60° and 90°.

#### Single-use

Following health authority guidelines, materials in your room are single-use, organic and disposable, such as bath amenities and stationery. Glasses and cutlery are washed at extremely high temperatures to ensure their cleanliness.

03

#### Digitalized service information

We have digitalized our service information; Restaurant Menu, Wine menu, Snack Bar Menu and Spa Menu. You can check all this information on our app which can be downloaded on Android and IOS devices.

#### Masks

Please feel free to contact front desk if you need and want a mask. We will be delighted to provide you with one.

### Safety Kit

In your bathroom you will find a safety kit with hand sanitizer gel and antibacterial soap for you to use.





## 01

#### Early reservations

The Restaurant accepts reservations up to two hours in advance. Guests must arrive at the hotel at least 15 minutes before their reservation in order to comply with cleaning and disinfection protocols.

### Preference

Restaurant services are available in open-air zones including the terrace, water patio and backyard. Moreover, we may set tables outside the rooms, always with regard to social distancing for a higher level of comfortabilty and privacy.

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Table distance

Only waiters are allowed to move tables and chairs, always with regard to social distancing.

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Maximum seating capacity

We are authorized to allow a maximum of 30% of maximum capacity seated.

### Menu

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Restaurant will provide a digitalized menu.



## Restaurant

#### Extra protection

All the staff members wear masks and gloves in our hotel. Tables and chairs are disinfected with hydroalcoholic solutions and UV Lights after every service.

07

Accompanied by staff

Allow members of our staff to accompany you to your table, we will ensure all safety protocols

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#### Utensils

Cloth serviettes, plates and cutlery are washed at extremely high temperatures to ensure their cleanliness. We use disinfectant products and UV Lights too.

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Extras and spices

Please ask a waiter if you need condiments or an additional extra, self-service is not allowed due to safety protocols.

# Private Spa

### EARLY

For spa treatments, please make a reservation up to three hours in advance.

### **EXTREME CLEANING**

After each spa service, we clean and disinfect all areas, spaces, and surfaces with chlorine, UV Lights, and ozone. There is a 3-hour waiting gap between each spa service.

### TREATMENT MENUS

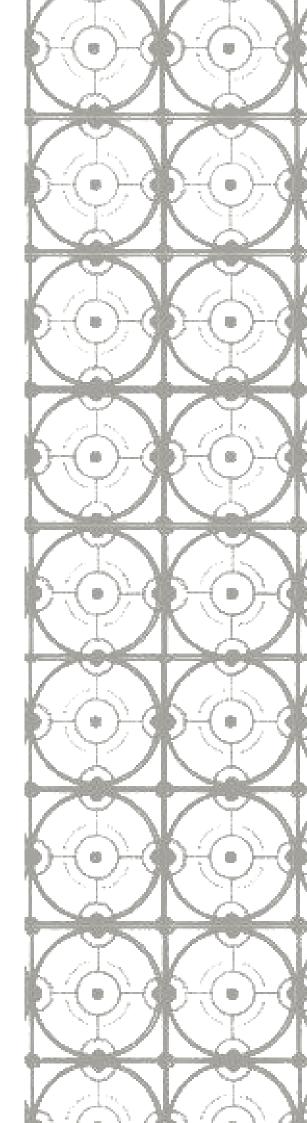
You can consult our various treatments on our online app. For further information such as details and prices, you can ask front desk.

### **EXTRA PROTECION**

Therapists wear officially approved masks for treatments, and when necessary, use special gloves.

### **GUEST PROTOCOLS**

We recommend our guests to directly wear a bathrobe when they come to the spa.



# Lobby & Front Desk

### 24-HOUR SERVICE

Our staff will attend any requests throughout the day, while always maintaining the warmth and safety protocols established by government authorities.

### CAPACITY

The reception area can hold groups of up to 2 people at one time. We kindly ask you to enjoy other areas of the hotel in order to maintain safe distances.

### SOCIAL DISTANCING

Please comply with social distancing protocols by keeping two meters away from other people, guests and the reception staff.

### SCREENS

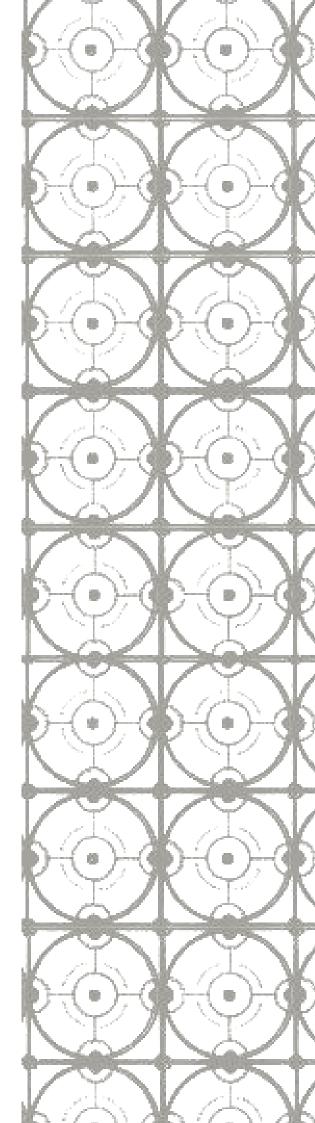
Our reception counts with a protective screen to maintain safe distancing and reduce the risk of airborne contamination.

### ALCOHOL AND GEL

Please use the available hand gels and alcohol dispensers as much as possible.

### **MOBILE PHONES**

If you use your phone or any electrical device outside the hotel, do not hesitate to request an antibacterial gel to clean them at reception.



# PUBLIC AREAS

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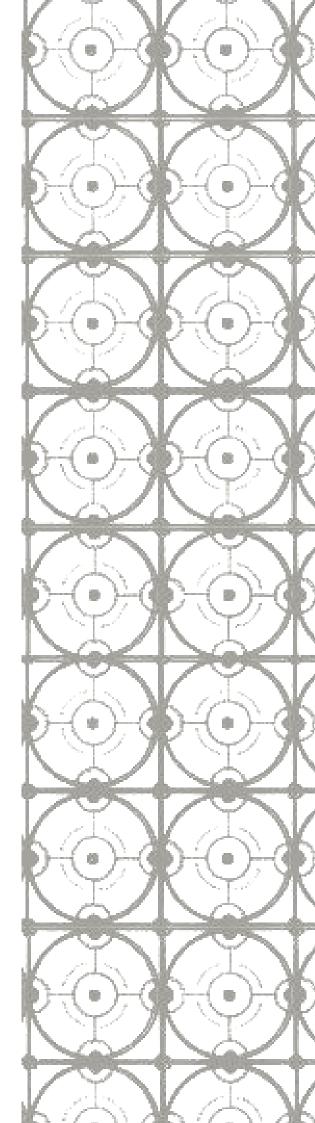
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# Public Areas

### **ROOFTOP AND GARDEN**

We kindly ask you to respect the placement of the chairs and tables in order to guarantee the health safety protocols. The furniture in both areas are disinfected after every use.

### LIFTS

Only one person is allowed to use the lift at any one time unless the occupants are sharing a room. All the objects inside the lift are cleaned and disinfected after every use

### PARKING

We are not able to offer valet parking until further notice. However, guests can park their vehicles at Illa Experience parking lot with no additional charges

### TOILETS

All toilets are cleaned thoroughly and disinfected after a certain set time.



### Reservations

### ANTICIPATED RESERVATION

Restaurant, spa and transfer in - out services need to be reserved 2 hours in advance (both internal and external guests) to comply with capacity limits.

### PAYMENT

We recommend ussing contactless credit cards, or signature on file, avoiding cash. Our equipments are disinfected after and before each use.

### ELECTRONIC

Reservations for spa, restaurant and transfer can be made by phone, email, or online. You can check our menu of services and products in our online application.

### Recommendations

- Cover your nose and mouth with a paper tissue, or your elbow, when coughing or sneezing, and wash your hands straight afterwards.
- Wash your hands frequently with soap and water for at least 40-60 seconds. Washing your hands can protect you and your loved ones.
- If you have any coronavirus symptoms (fever, dry cough, difficulty in breathing) please inform reception immediately so that they can call a doctor.



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