

GOOD PRACTICE GUIDELINES AT KAKTUS HOTELS - COVID 19



OUR COMMITMENT

We are a family-run business and our motivation is commitment to the satisfaction of our customers and workers. Right now, more than ever, our priority is to look after your health, safety and well-being. We focus on ensuring the care and safety of your experiences by creating a safe and hygienic environment for your vacation.

To ensure this experience, we have strengthened our cleanliness, security, and social behavior protocols. All of them, complying with the rules established by the ICTE (Instituto Calidad Turística Española) and the Ministry of Health.



Our commitment to:

✓ Our customers:

- We ask our clients to wash their hands often.
- The mask must be used in common areas and in the elevator.
- It is necessary to respect the safety distance and the capacity of each facility.
- You must collaborate by following the rules designed to ensure your safety.
- Use of the hydroalcoholic gel that you will find in common areas.
- They will have a mask and hydroalcoholic gel as a part of the amenities of the room.
- Posters with sanitary hygiene advice to guarantee our customers comfort.

✓ Our workers:

- Training, prior to opening our establishment, on hygiene and safety for the prevention of COVID-19 to improve their knowledge and capabilities.
- Information on good hygiene and safety practices through posters.
- Implementation of security protocols to access the hotel, with temperature taken in each shift, use of PPE (mask, face shield, gloves and uniforms washing at 80°C) and safety distance between employees.
- Relocation of soap and sanitary gel at the internal areas of the hotel to make it more accessible.
- Increase in the frequency of cleaning the internal areas of the hotel.

✓ Cleaning and disinfection protocol:

Cleaning and disinfection protocols have been reinforced in rooms and common areas of the hotel used by the client:

- Guaranteed ventilation in all common areas and in hotel rooms (10 minutes a day).
- All products used for disinfection have a sanitary registration and are approved by the Ministry of Health.
- Frequent cleaning and disinfection of all surfaces, common areas, elements such as door knobs, elevator buttons, light keys, toilet handles etc.
- The cleaning of the room will be done without the presence of the client.
- Towels, sheets and garbage will be removed by an employee to ensure that dirty clothes do not mix with clean clothes.
- Non-essential items will be removed from the room such as brochures, different information (accessible on TV) and laundry bags. The mini bar / fridge will be out of order.
- Special cleaning and disinfection of the elements of frequent use such as: TV remote control, telephone, taps, air conditioning thermostat, light keys, door knobs or wardrobe hangers.
- Clients will have their room made daily unless they request otherwise. Towels will be changed at client's request.

✓ Restaurant and bar protocol:

We have adapted our catering service to the indications of ICTE and HACCP adapted to COVID-19.

- Decrease of the seating spaces at restaurants and bars to comply with the safety distance.
- The restaurant service will be adapted to health regulations and clients will be assisted by waiters and cooks.
- The seating space will be controlled with clients' shifts.
- At the entrance, clients will be asked to use hydrogel.
- Directional flows will be marked.
- Clients will be escorted to their assigned table, which will be clean and dressed with clean and disinfected table linen, cutlery and glassware.
- The menu of the bar and dining room will be from a QR code.
- In the HACCP kitchen, appropriate adjustments will be made to adapt it to the needs of the COVID-19.
- Our waiters will wear at any time the PPEs designated by the Occupational Risks company, to guarantee hygiene, safety and customer assistance.

✓ Maintenance protocol:

- Facilities comply with current regulations.
- Breakdowns are repaired on the same day as long as they are reported before 5PM.
- They will not be repaired when the client is in the room.
- The pool capacity will be indicated and the sunbeds will be disinfected after each use.
- Cleaning of air conditioning filters in common areas and rooms.

✓ Digital Experience. Kaktus Playa:

At Kaktus Hotels we will offer technical and digital solutions to reduce direct contact with hotel staff. It is an APP to manage all the hotel services from the mobile and thus increase the comfort and security of the client.

- Pre check-in before the client's arrival through the web or through our App.
- Restaurant and bar menus form QR codes.
- Different information on television screen.