



## COVID-19 HEALTH PROTOCOL

We are continuing facing the challenges posed by COVID-19 and do not take any risks in terms of the safety of our hosts and staff.

At El Patio, we decided to keep our security measures unchanged until the end of the pandemic.

Of course, we will be there to welcome you on arrival and will remain at your disposal during your stay.

Your cooperation is essential so that everyone can enjoy an experience in a safe and joyful environment.

These measures can be gradually relaxed, depending on the evolution of the pandemic.

Thank you for your understanding and cooperation.



### **Wearing the mask**

The wearing of masks is mandatory in public spaces, by our guests as by employees. Masks can only be removed when guests are sitting at a table or during an experiment where social distance is easily possible.



### **Temperature checks**

Anyone entering our dar is subject to a temperature check. People with high temperatures will be ordered to isolate themselves in their room and medical authorities will be alerted to perform a COVID-19 test. Self-insulating customers will receive all the support and attention of staff, including meal deliveries to their rooms.



### **Hand washing and disinfectant**

Hand sanitizer dispensers have been installed in most frequented areas of our dar. It is everyone's duty to clean their hands before and after touching common surfaces. We, also, encourage everyone to wash their hands with soap as frequently as possible.



### **Social distance and contact barriers.**

The keywords will be distancing, mask use and exceptional cleanliness. Each party must always ensure that it is at least one meter from the other parts when wearing a mask and two meters apart when not wearing a mask. We encourage everyone to follow these recommendations. For the time being, we do not shake hands.



### **Mealtimes & tables**

Breakfast will be, as usual, served in the patio from 7:30 am to 10:30 am.

Breakfast will be served only for guests staying in the same room at one time with 15 minutes between each group of guests.

Traditional dinner, please note that we take one group booking per evening.



### **Optimal disinfection of surfaces and equipment**

High-pressure surfaces such as door handles are frequently disinfected. Cloth towels are replaced with paper towels. The buffet utensils are cleaned at high temperatures. A sanitizing gel dispenser is available in most frequented areas. We invite our guests to clean their hands all time. Common areas are sprayed with disinfectant frequently.



### **Briefing on arrival**

On arrival, you must wear a mask and will be subjected to temperature checks. Before check-in, customers will be informed of our COVID-19 safety and hygiene protocols. Compliance is strictly mandatory by anyone entering our dar. Clean masks are available on demand.



### **Daily room cleaning services**

Our staff will not enter the rooms during your stay. Instead, additional towels will be placed in your room before you arrive. Clothes bags and garbage bags will be available inside the room for used items, which will be collected by the maid. The collection point is in front of the door of your room.



### **Check-In Check-Out Express and disinfection of keys**

Check-out at 11am and check-in from 2pm

To avoid any contact, we will ask you in advance for the necessary documents for registration.

Invoices will be emailed to you. Cash will only be accepted in exceptional circumstances.

All keys will be cleaned safely and placed in your room.



### **Tracing Assistance**

To ensure the safety of our arriving and departing guests, the health services recommend that we keep the contact details of our guests for at least fourteen days after departure.