

## Tourist Accommodation

PHASE 1

From 11.05 to 25.05

### Limitations

The catering services and cafes of hotels and tourist accommodations will generally apply what is established for that sector. However, exclusively for hosted clients, catering and any other service that is necessary for the proper provision of the accommodation service will be provided. However, these services will not be provided in the common areas of the hotel or tourist accommodation, which will remain closed. The provision of these services will have to observe the sanitary measures and instructions for protection and interpersonal safety distance.

The use of swimming pools, spas, gyms, children's areas, nightclub, meeting rooms and all those similar spaces that are not essential for the use of hotel accommodation or tourist accommodation will not be allowed.

The use of the toilets by clients will comply with the provisions of the "Labour" document.

Areas that cannot be used must have a clear identification of restricted access or be totally closed.

### Pre-Opening Measures

Before opening the establishment, it will be necessary to clean the facilities, including transit areas, service areas, rooms, plots and homes. All objects and surfaces in the transit areas that may be manipulated or contaminated by different people, such as keypads for elevators, stair handrails, door handles, shared taps or doorbells will be cleaned and disinfected at least every two hours during their corresponding periods of use.

## Hygiene and Safety Measures

There should be informative posters in the most common languages of the customers explaining the restrictive conditions of use of the facilities and the hygiene rules to be observed in relation to the prevention of contagion.

In the reception and janitor areas, the proper separation of two meters between workers and customers must be guaranteed. When the safety distance cannot be maintained, protective equipment appropriate to the level of risk should be used. In those customer service points where crowds or specific queues are foreseen, marks will be drawn on the ground so that the minimum distance of two meters between people is respected.

Disinfection of objects will be carried out after their manipulation by the client or between workers. In addition, hydroalcoholic gels or disinfectants with viricidal activity authorized by the Ministry of Health and surface disinfectant will be available.

## Documented Cleaning Procedure

A cleaning procedure will have to be documented, accordingly to the general hygienic and preventive measures against COVID-19. This procedure will include measures regarding waste management from rooms, if this service is offered, and the preparation of the room or house after the check-out of the customer, specifying the order in which it should be done, the products used, the protective equipment required and the disposal of said products once finished.

## Measures Regarding Customers

It must be guaranteed at all times that the client is informed about the restrictive conditions of use in the facilities. It will be guaranteed that the client knows, before the confirmation of the reservation and during his stay in the accommodation (in written format and in a language that is understood by the client), the special rules that will govern the establishment.

The hotel or tourist accommodation must make available to customers dispensers of hydroalcoholic gels or disinfectants with viricidal activity.