



Company certified by CEHAT against the health risks of the Covid 19

*This protocol is drawn up to guarantee the safety and health measures of our clients and to guarantee the safety and proper use of everything.*

*The Cala Morell apartments have carried out an exhaustive monitoring and measures with competent entities ASHOME ", " ICTE ", " CEHAT ". To be up to date in prevention, control, strategies, risk management and cleaning as well as protocols and risk assessment pursuing a single objective, everybody's health and safety.*

*The regulatory "EPIS" protection material will be made available to all company personnel, they will wear clean uniforms daily, temperature control before arrival at their workplace, as well as training in PREVENTION AND CLEANING PLAN with products with the approval of official authorities.*

*Daily controls will be performed to assure the prevention plan is being followed including to outsiders (such as providers) as well as entry and exit of the establishment controls.*

*Daily cleaning records will be conducted in all departments.*

### **RECEPTION**

- Possibility to check in online.
  - Cleaning and disinfecting after each client.
  - Withdrawal of brochures in exhibitors.
  - Protective screens.
  - Avoid sharing pens, if needed, they will be disinfected after use.
  - Touristic information will be given by phone call or through messaging or email to minimize contact.
  - Capacity control.
  - Shift control, cleaning and disinfection after each shift.
  - Medical centers phone numbers and contact information.
  - Hydroalcoholic solution.
- I. Upon arrival to the establishment, you must clean your hands with hydroalcoholic gel, in all our departments there will be gel at your disposal.
  - II. Maintain the safety distance from the counter and other customers, do not access the counter area until instructed by the worker.
  - III. Maintain respiratory label; Cover your nose when coughing or sneezing with disposable tissues or interposing your arm (fold your elbow). If you do not have disposable tissues, do not keep the tissues on top, dispose of them in a non-manually operated garbage container.
  - IV. Avoid greetings with kisses on the cheeks and avoid shaking hands
  - v. When paying, prioritize card or mobile payment over cash. In case of payment in cash, the client must deposit it on the counter, so that the staff picks it up at all

times keeping the security distance. Carry out proper hand disinfection after transaction.

VI. The reception staff will indicate the place to put the suitcases.

### **BAR/RESTAURANT**

- Frequency of cleaning and disinfection every two hours on all surfaces.
  - Signage for monitoring protocols for our team and clients.
  - Disinfectant gel access.
  - Control capacity inside. Reduction in the number of tables.
  - Table disinfection and disinfection at the time of each use.
  - QR digital charts or whiteboards.
  - Crockery and cutlery are washed and disinfected at a temperature elevated to 60 degrees in a dishwasher. The cutlery will be provided protected wrapped in a napkin.
  - Disposable tablecloths.
- I. Items and equipment of general use such as salt shakers, oil or vinegar bottles, vending machines, sugar sachets, etc., as well as any decorative element will be removed.
- II. Do not access the interior of the Bar / Restaurant and other areas until instructed by the center staff.

### **PUBLIC TOILETS**

- Capacity control, one person or the same family unit will be allowed.
- Cleaning every two hours recorded.
- It has hand-drying or drying paper, gel and soap dispensers that will be cleaned periodically.

### **SWIMMING POOL AND COMMON AREAS**

- Specific controls will be carried out according to the pool water regulations and the parameters will be adjusted if necessary. Pool already has a good hydraulic and filtration system.
- Reduction of loungers.
- Capacity control, 1 adult per 2 m<sup>2</sup>.
- Safety distance 1.5m.
- Disinfection of loungers.
- Sunloungers cannot be reserved.
- The outdoor areas of the pool are cleaned and disinfected as well as the surroundings, showers and stairs.
- Non-manually operated litter bins.
- Information signs.
- Collection of litter bins from common access areas in safety conditions so that the bags are closed and sealed.

- I. Do not exceed the established capacity limits and keep the distance of 1.5 m.
- II. After using the hammock, turn it in to a member of staff to proceed with disinfection.

### **APARTMENTS AND CLEANING**

- Cleaning of the apartments when these are empty.
- Reduction of decoration and expendable items. We have placed a single container with a double garbage bag so that the risks of perspiration and manipulation are minimized.
- Amenities are reduced to essentials
- Apartments are thoroughly ventilated and disinfected at each change of client, especially in the areas of greatest contact, knobs, doors, switches, cabinets, doors, taps, etc.
- Disinfection of the apartment key at the customer's entrance.
- Blankets and pillows will be removed from the rooms and will be made available to you at Reception.
- The textiles in the apartments will be reduced, they are washed at temperatures above 60°. Textile decoration such as curtains, sofas, etc. 75% alcohol textile sanitizer will be used.
- Hangers, dryers are disinfected after each use of clients.
- Kitchenware will be washed and sanitized.

### **KITCHEN**

- The criteria defined in the HACCP system (Analysis, Hazards, Points, Control, Critical) updated according to the covid-19 context are applied.
- Adheres to the protocol of measures to reduce the risk of contagion by SARS-COVID-20 restaurant service.

## **Coronavirus Covid-19 Prevention**



Wash hands with soap/sterilizer



Cover your nose and mouth when sneezing



Put tissues in the trash bin



Keep social distance



Wear mask



Don't touch your face

*With your help we can ensure you have a happy holiday.*

**EMERGENCY PHONE:**

**APARTMENTS TELEPHONE:** 0034639900235

**HEALTHCARE:** Carrer de Sant Antoni M<sup>a</sup>. Claret, s/n, 07760 Ciutadella de Menorca,

**Telf:** 061

**Telf:**112

**LOCAL POLICE:** 950,0 m · Carretera Me-1, Km 43,5 ,07760 Ciutadella de Menorca.

**Telf:**0034971380787

**NATIONAL POLICE:** Carrer de la República Argentina 4, 07760 Ciutadella de Menorca.

**Telf:** 0034971381090

**FIREFIGHTERS:** Torrepetxina Nova, 07760 Ciutadella de Menorca.

**Telf:** 0034971380809