

'SAFE SPACE' EDELWEISS CANDANCHU *** for the prevention of COVID-19

At Hotel Edelweiss Candanchu ***, we have as a priority the well-being, safety and protection of our guests and service personnel. For all this, we have applied the measures and protocols of cleaning, hygiene and interpersonal safety distance that can guarantee this. These measures follow the recommendations of health and hygiene experts, health authorities and the World Health Organization.

We have intensified cleaning and disinfection protocols and have established sanitary controls for our employees to guarantee the safety to our guests.

Wearing the mask is mandatory in the common spaces of the hotel. Safety distance cannot be always kept, and for this reason our staff will always assist you while wearing it.

To avoid waiting times, minimize contact points, and streamline procedures, we promote the use of documents and information in digital format (ID, confirmations and invoices, restaurant menu, hours, etc.). The exchange is done through email or Whatsapp. We ask you to keep the number (+34) 683 23 93 10. on your contacts. Use the **WhatsApp service** to contact the reception for any questions.

At the entrance to the hotel a disinfecting carpet for footwear has been arranged. Suitcase wheels must also pass through it for the safety of everyone.

Distributed across different points in the hotel you will find hydroalcoholic gel in dispensers. Its use is mandatory at the entrance to the hotel.

The hotel has a **contactless thermometer** for temperature checks, and **disposable masks and gloves** (available for a fee at the reception). You will find touchless bins in the common spaces. Please use them to deposit gloves, masks, and tissues after use.

The elevators will be used by 1 person or a family unit (maximum 4 people living together).

The washrooms in common areas will be used by 1 person at the time.

Room cleaning:

- The cleaning and maintenance staff will **access guest rooms only when empty**. You can refuse the cleaning service during your stay (maximum 4 nights - request at reception).
- You will be able to have towels and amenities properly disinfected, as well as bags for used towels, whenever you request it at our reception.
- During the cleaning of your room, we remove the dirty clothes in a sealed bag without coming into contact with the clean clothes.
- We disinfect and sanitize surfaces, furniture and all elements of the room with approved products that guarantee your health and safety.
- For daily cleaning of the room, disposable single-use items and / or clean microfiber wipes are used in each room.
- We have reinforced cleaning protocols paying special attention to elements with a high level of contact: knobs, taps, etc.
- We increase the ventilation time during the cleaning process of the rooms.
bedrooms.
- We remove non-essential forms and magazines from the rooms. At reception they can provide you with all the necessary information in digital format.
- Our laundry is processed through Elis Lavanderias. They apply the cleaning and disinfection protocols that guarantees total safety.

All restaurant services (assisted breakfast buffet, dinner, snacks, picnic or cafeteria-terrace menu) **must be reserved** daily for your safety. Wait at the entrance of the restaurant for the waiters to bring you to your table. Request everything you need from our staff. The menus will be sent to you digitally via WhatsApp and you can make reservations through the app as well.

The interpersonal safety distance will be maintained at the **bar counter**. We recommend placing your order and consuming it in the salons or terrace, where it is easier to maintain distance.

For the use of **the terrace**, inform our staff of your intention to use, and in any case, use the empty tables free of utensils, on with the disinfection poster / sticker. The disinfection sign will be placed immediately after each cleaning.

Lockers are available for each room. They will be properly disinfected after each use.

The Courtesy Space with shower is not available at this time.

The sauna can only be used with prior reservation, by cohabitants (2 maximum). The reception will confirm availability upon request.

The recreation room has limited capacity. They may be used by adults and accompanied minors, respecting the capacity and safety distance. Unaccompanied minors are not allowed at this time. Please let us know if you have used them for proper disinfection.

For **billiards** (maximum 4 people) use the sanitizing elements before each use. The billiard cues are and will be deposited upon completion at the Bar-Cafeteria.

At the moment, access to the hotel / Lounges / Billiards is not allowed to people who are not guests or residents at the hotel.

All kinds of paper brochures and information have been removed. The information is available in digital format. Request it through Whatsapp (+34) 683 23 93 10, or scan the codes in our panel at the reception.