



HM hotels

whala!hotels

**Covid-19
Statement**

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Dear friends,

2020 will be remembered as the year that COVID-19 paralyzed the world. It has had many effects, one of which is that from now on our customer service philosophy must focus on providing safer experiences for our clients, adapted to these new times.

Within this context, HM HOTELS - whala!hotels, with its 20 years of experience, has appointed a team of people to work in collaboration with the Preverisk Group (leading health, safety and hygiene specialists) to develop a series of measures to protect the health of all our clients and employees.

Therefore, the HM HOTELS - whala!hotels team is redoubling the efforts and requirements of its cleaning, hygiene and social distancing protocols in order to ensure our clients have peace of mind during their special holiday period.

As a result of the work that has been carried out, below we provide a list of the general and specific measures that will be in place in our hotels with the two-fold aim of creating a safe working environment for all employees and to create the appropriate atmosphere so that clients and friends can still enjoy their holidays despite the extraordinary measures that need to be applied.

General measures

Raising awareness and protection of our employees:

1  Specific training: our personnel will be fully trained to apply new action protocols, to resolve any queries that our clients might have and to act appropriately in a given crisis situation.

2  Safety protocols for suppliers and collaborators.

3  Personal Protection Equipment: all personnel will use the necessary equipment for their own protection and therefore for that of all our clients and they will be made aware of how to use it properly.

General safety:

1  Controlling capacity and flow of guests in communal areas by redistributing furniture and extending opening hours for various services.

2  Different areas of the hotel will be marked out with one-way systems and permitted capacity levels to ensure compliance with safety measures and social distancing.

3  The new rules and recommendations for behaviour will be distributed throughout the hotel so that clients have access to the necessary information at all times in a way that is clear and comprehensible.

4  Advanced medical service system available for our clients' peace of mind.

5  The natural ventilation of all spaces will be increased.

Specific measures



Reception:

1



Automation and digitalisation of processes for check-in, check-out and booking of complementary services such as the spa, gym, etc.

2



Prioritising single use elements.

3



Putting protection systems in place at the reception desk.

4

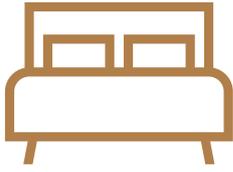


Signage about capacity, one-way systems and minimum distances that should be maintained.

5



Reinforcing explanatory notices on good practices to be followed during a stay at the hotel.



Rooms and communal areas:

1



New cleaning and disinfection protocols, reinforcing current ones and aligning them with recommendations from the Ministry of Health.

2



Installing hand sanitiser gel dispensers throughout the various communal areas for the use of guests.

3



Provision of protection equipment for clients who need it (masks, gloves, individual hand sanitiser gel).

4



Linen laundry service following hospital standards.

5



Reinforcing internal audits, carried out by sector professionals.

6



Amenities: the amenities in rooms have been reduced and will be provided upon request, including hand sanitiser gel and sanitary disposal bags.



Restaurants and bars:

1



Extending opening hours for food services and controlling capacity. Seating protocols.

2



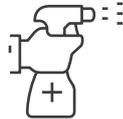
Simplification of the table and buffet set up to prevent unnecessary contact. Elimination of printed menus.

3



Assisted buffet service, show cooking, individual packaged portions.

4



Reinforcing cleaning and disinfection systems both during service and afterwards.

5



Rigorous monitoring of compliance with regulations in the kitchen. Use of personal protection equipment and specific machinery for cleaning crockery, cutlery and glassware.

6



Table service only in bars.



Entertainment:



1



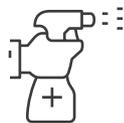
Monitoring social distancing, limiting capacity, cleaning materials and making hand sanitiser gel available.

2

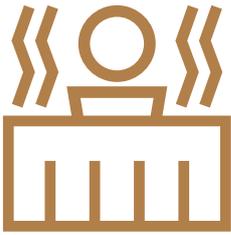


Adaptation of spaces so that guests can enjoy activities while maintaining social distancing.

3



Disinfection of materials (utensils, toys, etc.) before and after each activity using products that are effective against COVID19.



Spa & fitness:

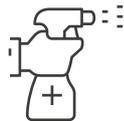


1



Hand sanitiser gel dispenser at the entrance to each area (toilets, changing rooms, wet zones, gym, etc.).

2

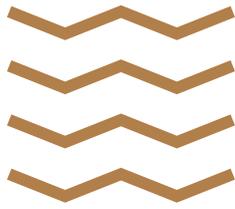


Reinforcing and improving cleaning and disinfection procedures.

3



Mandatory use of towels on all gym equipment.



Swimming pools:

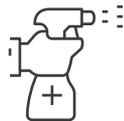


1



Capacity will be controlled in the swimming pools.

2



Sun loungers will be spaced at a safe distance and will be cleaned and disinfected every day.

3



A strict protocol has been implemented for changing towels.

4



Reinforcing monitoring of water quality parameters and indicators.

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