

HOTELES Gargallo

We care about your safety

Feel Safe

WWW.GARGALLOHOTELS.ES



Our commitment is to provide a relaxing and pleasant stay,
for this reason, we have implemented at our hotel various
measures to ensure your health and well-being as we continue
fighting the spread of COVID-19

To achieve this, the risks have been evaluated and all the
necessary measures have been taken to protect our guests and
employees.

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Health and Safety Committee

We have established a Health and Safety Committee to make and monitor different protocols.

These guidelines are subject to constant changes to respond to the evolution of pandemic and for the benefit of our guests' safety.



Safety of our customers

New requirements have been introduced to guarantee and safeguard the well-being and the safety of our customers without compromising the quality of their experience at any of our hotels. We care about you because your safety our top priority

Staff Training

Our employees have received appropriate training on safety and occupational risk prevention adapted to COVID-19.

All our team has been provided with protective equipments for their security. Training will be kept up to date with the latest information to ensure the best possible service.



Risk Reduction

To reduce the guests risks of contact, we promote the use of disposable utensils, payments by contactless card, online menu among other things.

We make sure that any information reaches our guests in advance to make their experience safe and exceptional.



*In Cooperation with
Proder*

This manufacturer of products, systems and services for professional hygiene and disinfection, was founded in 1982. Any protocol implemented in cleansing and disinfection has been developed in collaboration with Proder following the sanitary recommendations at all times.



*In Cooperation with
Elis*

Elis is a faithful collaborating company with Grupo Hotelero Gargallo, multiservice leader and with more than a century of experience. Its certification ensures that any bed linens and towels used by our guest are disinfected and washed in right temperature.





The measures adopted will be implemented through distinct protocols among the different areas of the hotel.

These are divided into “Hotel Access”, “Common Areas”, “Rooms”, “Restaurant” and “Maintenance”.

Protocols may vary according to evolution of health regulations and recommendations.

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Hotel Access

The access to our Hotels will have a strict protocol so that our guests feel safe on arrival by ensuring that our facilities remain disinfected. For this purpose we have the following measures:

Installation of **disinfectant carpets** at all entrances to our Hotels to prevent contaminating agents from entering.

Hand sanitizing stations with automatic sensors

Signs are very varied to indicate the most important security measures

Capacity control and **distance markers** to improve our guests' safety and remind them of social distancing

Protective screens at the counter to guarantee the necessary safety distance.

Our receptionists have **masks and all the necessary personal protective equipment** to serve our guests with maximum security.

We have **digital thermometer** to take our guests' temperature.

Access cards disinfection.

The **baggage transport** shall be done following the security protocols.

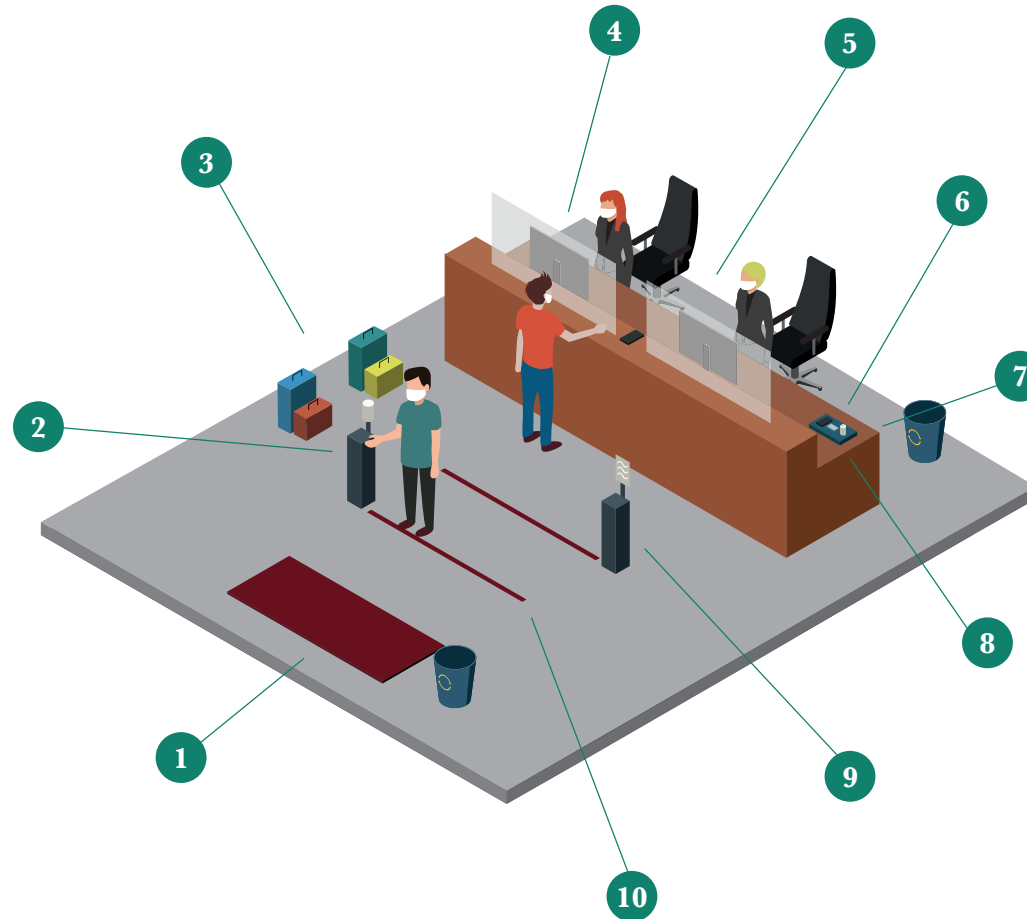
We encourage our clients to use **contactless credit card.**

Dataphone disinfection after every use.

Invoices can be sent **by email** if requested.



Hotel Access



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- 1 Disinfectant carpets at all entrances to our Hotel
 - 2 Hand sanitizing stations
 - 3 Baggage transport with security protocols
 - 4 Protective screens and use of masks
 - 5 Use of contactless credit card
 - 6 Digital thermometer to take temperature
 - 7 Invoices can be sent by email
 - 8 Dataphone and access card disinfection
 - 9 Signs with the most important security rules
 - 10 Capacity control and distance markers
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Common Areas

Prior to resuming our activity, all common areas of our Hotels are being disinfected. Along with the recommendations of our partner Proder , cleansing and sanitizing protocols have been implemented, in which we use authorised products by the Ministry of Health and increase frequency of cleaning intervals. In this way we ensure a greater control of disinfection.

The common areas are **well ventilated and disinfected.**

Checking and constant cleaning of vent filters, common furniture like lift buttons, handles, handrails and others.

Capacity limit control and **distance markers** to improve our guest's safety and remind them of social distancing.

Hand sanitizing stations with automatic sensor.

Access to information through screens and posters.

Capacity limitation in lift.
(if they are not a family unit or they do not have masks)

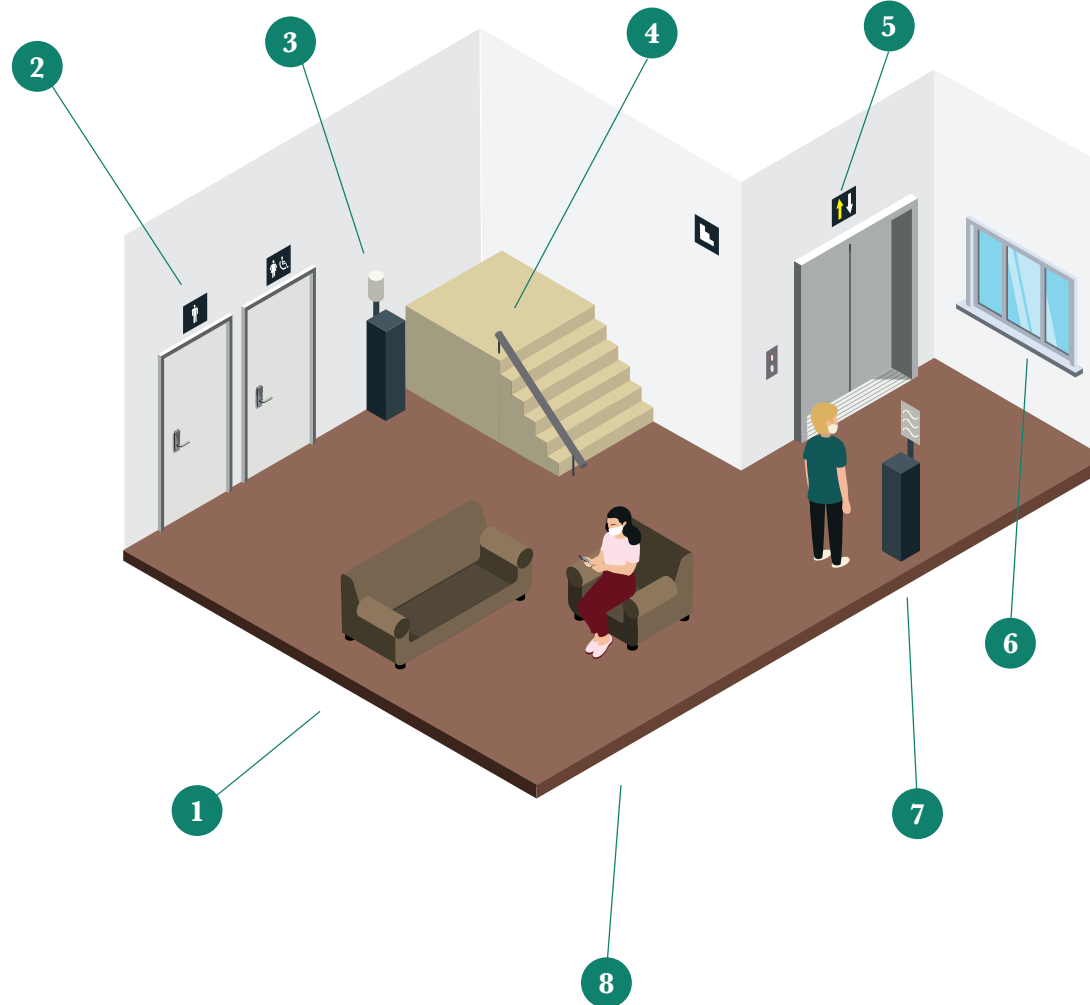
Common toilets are cleaned and disinfected at least six times a day, according to the Ministry of Health recommendations.

Measures will be taken according to the Ministry of Health in respect of common areas like **gymnasiums, swimming pools, gardens** and other spaces can be seen at some of our hotels.

Exhaustive inspection from our Safety and Health Committee to make sure that all measures are being correctly implemented.



Common Areas



- 1 Capacity limit control and distance markers
- 2 Common toilets are cleaned and disinfected
- 3 Hand sanitizing stations
- 4 Checking and constant cleaning of vent filters, handles and others
- 5 Capacity limitation in lift
- 6 Disinfection and ventilation of common areas
- 7 Access to information through screens and posters
- 8 Measures will be taken according to the Ministry of Health in respect of common areas like gymnasiums, swimming pools and others

Rooms

Our guests' safety is the most important aspect for us. We have set up protocols which ensure the proper cleaning and disinfection of their rooms. We use products that are authorized by the Ministry of Health and we follow the instructions of our partner Proder.

The rooms are **well ventilated before complete disinfection.**

Exhaustive disinfection of furniture, floor, walls and others.

Special attention to buttons, handles, controls, phone, hairdryer, taps and other contact points, using virucidal products.

Bed linen and towels come well disinfected and protected, having been disinfected and wash to over 68°C. We have the certificate of our partner Elis. The bed linen and towels removed, are bagged and placed in containers which prevent cross-contamination.

Curtains and the rest of textiles are disinfected with steam.

All elements you can find inside wardrobes have been disinfected.

Removal of decorative elements and textile whose disinfection can't be ensured.

Amenities inside a sealed bag, a bin with pedal and double bag and disposable cups.

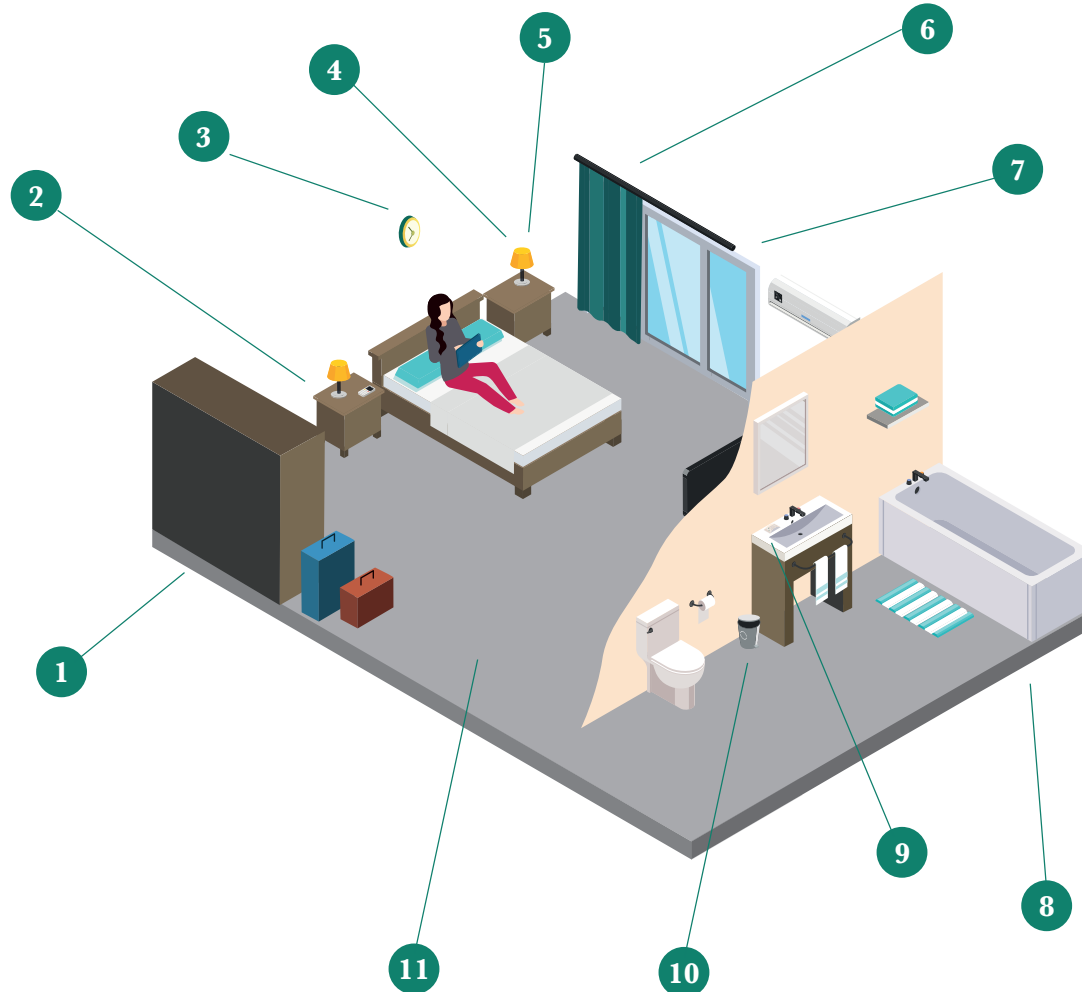
All bathroom surfaces are deeply disinfected.

Finally we do a **disinfection using Ozone.** In addition, the time of **cleaning program has increased**

Our team completed **occupational risks training** adapted to COVID-19 and they have **EPI's** for their safety and protection



Rooms



- 1 Elements inside wardrobes have been disinfected
- 2 Special attention to buttons, handles and others.
- 3 The time of cleaning program has increased
- 4 Exhaustive disinfection of furniture, floor and others
- 5 Removal of decorative elements and textiles
- 6 Curtains and textile disinfected with steam
- 7 Rooms well ventilated before disinfection
- 8 Bathroom surfaces are deeply disinfected
- 9 Amenities inside a sealed bag
- 10 Bin with pedal and double bag
- 11 Uso of Ozone for disinfection

Restaurant

Our catering department has implemented new measures to guarantee our guests' safety full respect for the quality that characterizes us.

Exhaustive cleaning of common areas, furniture and utensils that have been used.

We promote the use of **disposable tableware** in respect of linen, napkins and others.

Hand sanitizing stations.

Our workers wear **masks and all the necessary personal protective equipments** to serve our guests with maximum security.

We **control capacity limit and rearrangement of furniture** to improve the security of our guests and **the circulation.**

We use **single-dose preparations** to avoid manipulation for several customers.

Breakfast, lunch and dinner service in **individual portions. Room service** is possible with safety guarantees.

We promote the use of **online or disposable menu** to avoid manipulation by several customers.

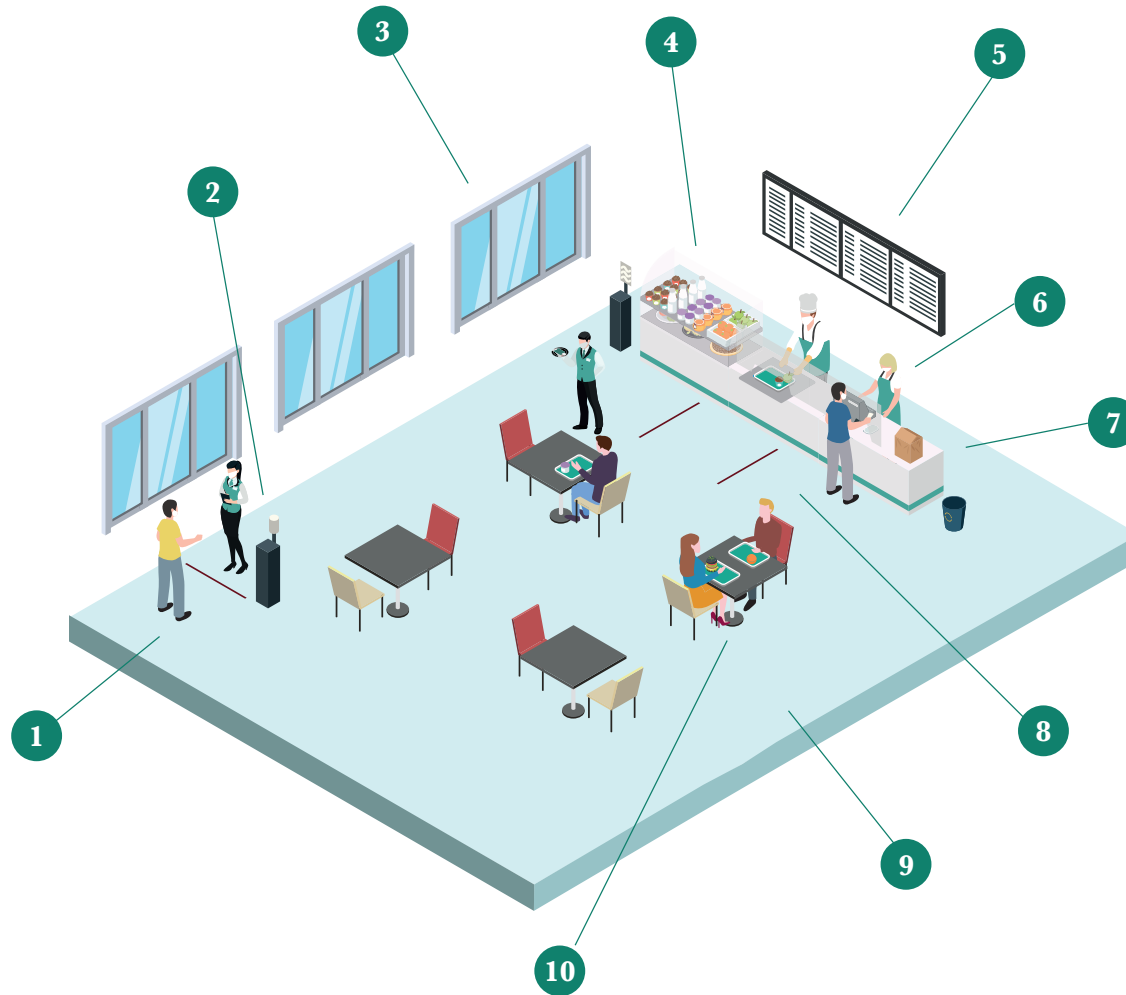
Merchandise reception control for their **correct traceability.**

Our workers respect the **physical distancing.**

Courses on safety and prevention of occupational risk adapted to COVID-19 has been carried out by all our team.



Restaurant



- 1 We control capacity limit to improve safety
- 2 Hand sanitizing stations
- 3 The restaurant is ventilated and disinfected
- 4 We use single-dose preparations
- 5 We promote the use of online or disposable menu
- 6 Protective screens and use of masks
- 7 Rooms service is possible with safety guarantees
- 8 Capacity control and distance markers
- 9 Merchandise control for their correct traceability
- 10 We promote the use of disposable tableware

Maintenance

Our maintenance department follows a strict protocol to verify that the measures taken be effective. The department follows a series of safety and health guidelines too.

Our workers wear **masks and all the necessary personal protective equipments** to serve our customers with maximum security

Our workers respect the **physical distancing**

Increase of cleaning frequency of vent filters with virucidal products and steam

Increase of the **chlorine content of water control**

Constant checking of the temperature of the dishwasher to ensure the cleaning over 80°C



HOTELES Gargallo

Because we care about your safety

Official website with best price guarantee

www.gargallohotels.es

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