

HOTEL DELOIX****SUP



NEW ANTICOVID RULES

At Hotel Deloix we want to offer you a clean and safe stay without having to give up fun and relaxation on your HOLIDAYS. For this reason, we have implemented new rules of coexistence that we send you.



RECEPTION

The Capacity of the Check In Area + the Capacity of the waiting area at the reception, at 75%, is 113 people.

- There is a poster informing clients of the basic measures for the prevention of contagion (social distancing, along with frequent hand washing and the rules of respiratory etiquette) as well as a procedure to act when faced with symptoms.
- Dispensers with hand sanitizing gel are available to the client, both in Reception and in the access to the different rooms of the Hotel.
- There are partitions in Reception to serve the public and to avoid direct contact between worker and client.
- The arrivals area is designed to avoid crowds and is marked on the ground, the interpersonal distance of 1.5 meters.
- The mask will be mandatory in those areas where the interpersonal distance of 1.5 meters is not respected.
- Measures have been implemented to speed up the Check-In, using On Line technology, thanks to which, after making the reservation, we will request all your personal data and those of your companions (children, partner, etc.), and in this way way to shorten the arrival process.
- Payment of the reservation will be made upon arrival at Check In., Trying to prioritize payment by Card and not cash.
- Cash payment will not be allowed at the different points of sale of the Hotel. Therefore, they will have to open a credit line at the Reception, either by card or by leaving a cash deposit. Later, to pay in the bars and restaurants, they will use the room key. At the end of your stay, the account with card or cash is regularized.
- The Hotel has 5 elevators distributed in 4 blocks of 3 floors maximum height. The use of the stairs is promoted by signage at least to the users of ground floors. The use of the elevators will be individual or in the case of a family unit, the family unit.
- Adults must be responsible at all times for minors to comply with the hygiene measures established in the establishment.



RESTAURANT:

The restaurant capacity, at 75%, is 211 people and can be expanded with other units, if necessary, up to more than 400 people.

- The service we offer in our Restaurant will continue to be Buffet style, but in this exceptional situation, the buffet will be assisted by our kitchen and restaurant team. That is, we will serve you the food or we will present it to you in individual portions, properly packaged, so that you do not have to manipulate tongs or other utensils.
- Customers, at the entrance to the Restaurant, must use the hand sanitizer gel that will be available at the entrances for this purpose.
- The client will be accompanied to the table by a person from the team, once the table and chairs are properly sanitized.
- The use of the mask will be compulsory for those over 6 years old, until they sit at the table.
- Children must be supervised at all times by their tutors, ensuring that they comply with the established hygiene measures. Children under 12 years old, must go to the Buffet accompanied by an adult, they cannot go alone to collect the food.
- All our staff will attend you with gloves and a mask.
- You will pay by using the room key, for this you must open a line of credit at the Reception by credit card or leaving a cash deposit.
- Routes have been defined in the restaurant, which minimize crossings between customers and crowds, marking on the ground the interpersonal distance of 1.5 meters.
- The drinks menu, we will deliver it in QR format, since these will not be physically available.
- The Mini bar service in the room will not be available, in case you need a drink in the room, you can request it from the Room Service service.



SWIMMING POOLS

The capacity of the pool, at 75%, outdoor: 85 people.

The capacity of the sunbeds area of the outdoor pool, at 75%: 221 people

Capacity of the indoor pool, at 75%: 60 people

Capacity of the aquacenter area of the 75% indoor pool: 94 people.

The capacity of the children's pool area and swing area, at 75%: 70 people.

The Capacity of the Attic Pool Area, at 75%: 225 people.

- The use of hydro alcoholic gel will be compulsory when accessing the facilities.
- When entering the Swimming Pool Area, you will be asked for the name and room number, to control the Capacity.
- It will be mandatory to respect hygiene standards in prevention of coronavirus transmission, social distancing, along with frequent hand washing and respiratory etiquette standards.
- It will be mandatory to shower before and after the use of the aquatic facilities
- The sunbeds will be sanitized after each user change and will be located at a safe distance of 2 meters.
- The changing rooms, as well as the stairs, showers and railings, will be cleaned periodically, with a minimum of 3 times a day.
- Children must be supervised at all times by their guardians, who are responsible for compliance with hygiene and prevention measures.
- The two Jacuzzis located in the indoor pool will have a maximum capacity of one person or more people being from the same family unit. Maximum use time 10 minutes.



ENTERTAINMENT

The capacity of the swing area, at 75%: 70 people.

The capacity of the Mini Club, at 75%: 51 people

- Priority will be given to carrying out activities in open spaces and family activities.
- All the supplies used during the different activities will be properly sanitized after each use.
- In water games activities, the same disinfection precepts will be applied after use.
- Unless exclusively members of the same family or cohabitation unit participate in the activity, the interpersonal distance of 1.5 m must be respected. If this distance cannot be met, a mask must be used.
- The number of participants in games will not exceed 30 people
- In the night entertainment, it will take place on the hotel's outdoor terrace, dancing is prohibited and in seated shows distances between non-cohabitants of 1.5 m must be maintained (minimum separation between rows of chairs, in adjacent rows you can cohabitants sit together, but leave an empty chair among others).
- The singers will keep a minimum distance from the public of 3 meters, and in the dressing rooms the interpersonal distance of 1.5 m (2.5 m² / person) will be respected.
- Hygiene standards apply in table service and bar service.
- The Mini Club ball park will remain closed due to the difficulty of cleaning the balls of the same.



GENERAL:

Guests staying at the Hotel will be informed upon arrival, and must sign a RESPONSIBLE DECLARATION, agreeing to comply with and respect the basic rules of prevention of infections:

Practice the basic hygiene rules in prevention of COVID-19:

- o Frequent hand washing / hygiene, particularly when accessing shared areas.
- o Use the inside of the elbow to cover the mouth / nose when coughing or sneezing, or use disposable tissues and wash your hands afterward.
- o Avoid touching your mouth, nose or eyes in public spaces.

Respect social distancing with people outside the family or living environment:

- o Avoid greetings that involve physical contact (hugs, kisses ...)
- o Respect the gauging established in common areas, and particularly in those in which there is no physical control by the establishment (elevators, lounges ...)
- o Respect the distances between people established in points of attention to the public, such as Reception, cafeteria, elevators, etc.
- o Not staying in the room during cleaning, maintenance or repair services to be carried out in it.

At the first signs of symptoms compatible with COVID-19 disease (fever, cough, or respiratory distress):

- o Isolate themselves (affected and living together)
- o Inform the reception by telephone of the situation
- o If the client does not comply with the regulations formulated by the company, especially regarding safety and prevention against Covid19, the establishment may terminate the contract with said client immediately. Resolution of May 11, 2020, of the General Director of Tourism, on opening of establishments and provision of tourist services in the Valencian Community.



CLEANING

- We have reinforced the daily cleaning protocol of your room, doing a strict disinfection of all the elements of it, with special emphasis on knobs, doors, controls, switches, hangers, safes, etc.
- The controls will be sanitized and will have a cover for use. For greater security, those elements, products and non-essential amenities will be reduced, if necessary, you can request them at reception.
- All our cleaning products are complemented with a special disinfectant for the elimination of COVID 19.
- Our laundry ensures and certifies the treatment of clothing at more than 60° and with disinfectant products.
- The frequency of disinfection of all spaces has been increased with products approved against COVID 19.

SPA AND GYM SERVICE:

- Both the water circuit, as well as aesthetic treatments or massages are subject to prior reservation at the Spa reception. The capacity of the facilities, already reduced to 75% is: 43 people.
- Gym: the gym service is subject to prior reservation at the Spa reception. The Capacity of the Gymnasium, once reduced to 75% is 20 people.

EMPLOYEES:

- All our Personnel have received specific training in preventive measures against COVID 19.
- ALL our staff have the necessary protective equipment to carry out their activity in a safe way.