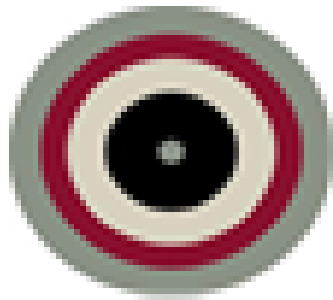


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PLAN FOR THE RETURN TO  
ACTIVITY

# HOTEL CIUTAT VELLA

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**HOTEL CIUTAT VELLA**

The current context COVID-19 compels us to establish protocols avoiding increasing the risk of community transmission with the reopening and establishing some measures to protect the guests and workers.

The Plan establishes the detailed measures and actions, agreed by the establishment property and the Risk Prevention Committee, as also validated by



, guarantee it fits absolutely to the Spanish law of occupational hazards prevention.

The goal is minimizing the contagion risk and is grounded in three main points:

- Complying with all recommendations for individual protection.
  - Keep the safety distance.
  - Using the Personal protective equipment.
  - Hygiene, personally and in the work uniforms and work elements.
- Control of spaces.

- Creation of roads for the movements of the customers and workers inside the facilities.
- Cleaning and constantly disinfection.

### **General measures for guests (P)**

- The use of a mask is required in the hotel facilities
- Disinfectant hand gel installed on totems is provided at various points in the hotel.
- It is recommended to keep the minimum safety distance between people at all time.
- Continental breakfast is offered served inside a closed box, with cutlery and disposable cups to guarantee maximum hygiene and food safety at all time.
- The Hotel has invested in the implementation of a computer program through which the client who wishes, through his mobile phone, can activate the elevator and open the door to his room without the need to use a key or touch anything. This point is

currently under development, shortly we can offer it to customers.

- Cleaning and disinfection are both guaranteed in air and surfaces, not only by constant cleaning with products by our staff, but also by the investment made by the hotel in the purchase of **WELLISAIR** machines, which guarantees this.
- 
- The disinfection of the lingerie used in the Hotel is guaranteed through the Empordà Bugaderia according to protocols: [BUGADERIA EMPORDÀ\protocolo-prevencion-Bugaderia \(002\).pdf](#) [BUGADERIA EMPORDÀ\QMS spain SARS-COV-2 ENG ASCB.PDF](#) [BUGADERIA EMPORDÀ\QMS spain SARS-COV-2 SP ASCB.PDF](#)
  - Hotel staff have completed a course "Coronavirus: Prevention in the Workplace" through Aspy and, "Measures to Reduce the spread of the Coronavirus SARS-COV-2" through CEHAT and the Gremi d'Hotels de Barcelona obtaining the certificate: seal-[B58929340-5881 ingles.pdf](#)
  - At the entrance of the Hotel, customers will find a carpet on which they can disinfect their shoes. [..\200417 L-Mat 20 Carpet desinf .pdf](#)

- If a guest request a towel for use in the pool, it will be delivered sealed in a bag to guarantee its sanitation and disinfection. The towel will come individually sealed in a bag from the **EMPORDÀ** laundry, thus guaranteeing all the safety and hygiene measures presented in its [BUGADERIA EMPORDÀ\protocolo-prevencion-Bugaderia \(002\).pdf](#) [BUGADERIA EMPORDÀ\QMS spain SARS-COV-2 ENG ASCB.PDF](#) [BUGADERIA EMPORDÀ\QMS spain SARS-COV-2 SP ASCB.PDF](#) protocols.
- At the entrance of the Hotel, there will be information with the main measures adopted against COVID-19.
- A reception and information point is established and marked for customers, between the counter and receptionist will be a protective screen.

The rest of the costumers must wait in the lounge / cafeteria or outside the hotel.

### **Solarium and Jacuzzi measures**

- The hammocks will be separated to ensure the safety distance. All current furniture will be moved and adapted so customers keep the safety distance.

- Hammocks and pool furniture are frequently disinfected.
- We will signal that we recommend a maximum capacity of 1 people in the jacuzzi.

If a guest requests a towel for use at the solarium/jacuzzi, it will be delivered sealed in a bag to guarantee its sanitation and disinfection. The towel will come individually sealed in a bag from the **EMPORDÀ** laundry, thus guaranteeing all the safety and hygiene measures presented in its [BUGADERIA EMPORDÀ\protocolo-prevencion-Bugaderia \(002\).pdf](#) [BUGADERIA EMPORDÀ\QMS spain SARS-COV-2 ENG ASCB.PDF](#) [BUGADERIA EMPORDÀ\QMS spain SARS-COV-2 SP ASCB.PDF](#) protocols.

### **Cafetería / Breakfast measures**

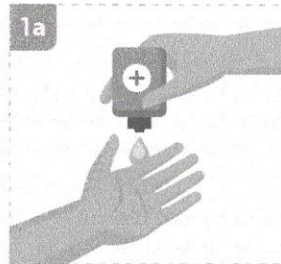
- At the breakfast room the distribution of tables and chairs will guarantee the safety distance of 2 meters.
- People who cannot enter because the capacity is full should wait in their rooms.
- Front desk will offer customers the choice of breakfast for the next day.
- Customers can consume coffee and juice from the breakfast machines as usual.

- For the moment and until new regulations, the beverage machines that were offered free of charge from 4:00 p.m. will remain closed.
- Tables and chairs will be disinfected after each use by a customer.

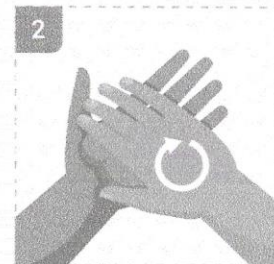


# LIMPIA TUS MANOS CON UN GEL A BASE DE ALCOHOL

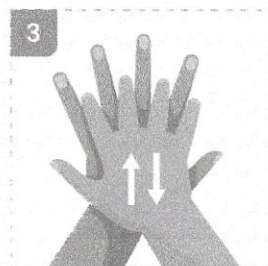
Duración: 20-30 segundos



Deposita en la palma de la mano una dosis de producto suficiente para cubrir todas las superficies



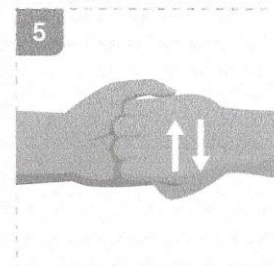
Frótate las palmas de las manos entre sí



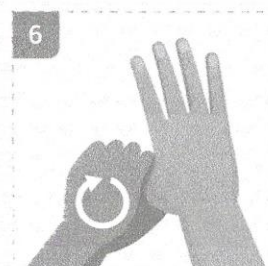
Frótate la palma de la mano derecha contra el dorso de la mano izquierda entrelazando los dedos y viceversa



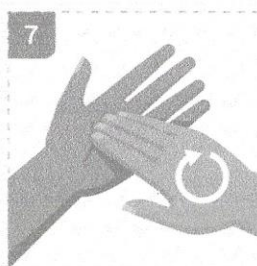
Frótate las palmas de las manos entre sí, con los dedos entrelazados



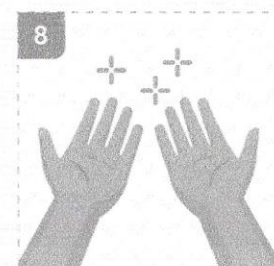
Frótate el dorso de los dedos de una mano con la palma de la mano opuesta, agarrándote los dedos



Frótate con un movimiento de rotación el pulgar izquierdo, atrapándolo con la palma de la mano derecha y viceversa



Frótate la punta de los dedos de la mano derecha contra la palma de la mano izquierda, haciendo un movimiento de rotación y viceversa



Una vez secas, tus manos son seguras

Este establecimiento aplica el sistema integral para alojamientos ante el COVID-19

**HOTEL LLEÓ, SL.**

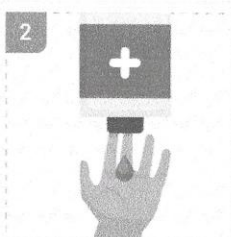


# LIMPIA TUS MANOS CON AGUA Y JABÓN

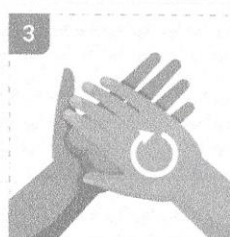
**Duración: 40-60 segundos**



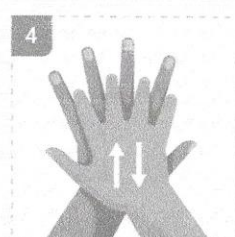
**1** Mójate las manos con agua



**2** Deposita en la palma de la mano una cantidad de jabón suficiente para cubrir todas las superficies de las manos



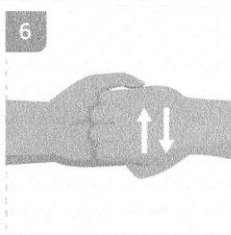
**3** Frótate las palmas de las manos entre sí



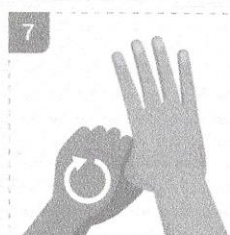
**4** Frótate la palma de la mano derecha contra el dorso de la mano izquierda entrelazando los dedos y viceversa



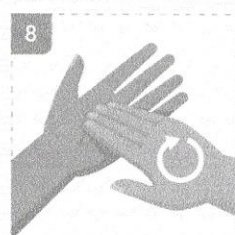
**5** Frótate las palmas de las manos entre sí, con los dedos entrelazados



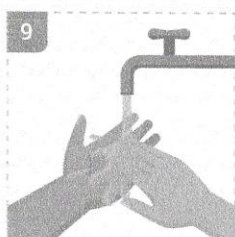
**6** Frótate el dorso de los dedos de una mano con la palma de la mano opuesta, agarrándote los dedos



**7** Frótate con un movimiento de rotación el pulgar izquierdo, atrapándolo con la palma de la mano derecha y viceversa



**8** Frótate la punta de los dedos de la mano derecha contra la palma de la mano izquierda, haciendo un movimiento de rotación y viceversa



**9** Enjuáguate las manos con agua



**10** Sécate con una toalla desechable



**11** Sírrete de la toalla para cerrar el grifo



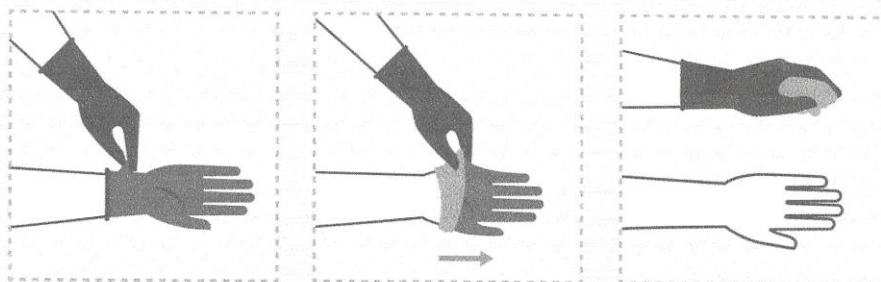
**12** Tus manos son seguras

Este establecimiento aplica el sistema integral para alojamientos ante el COVID-19

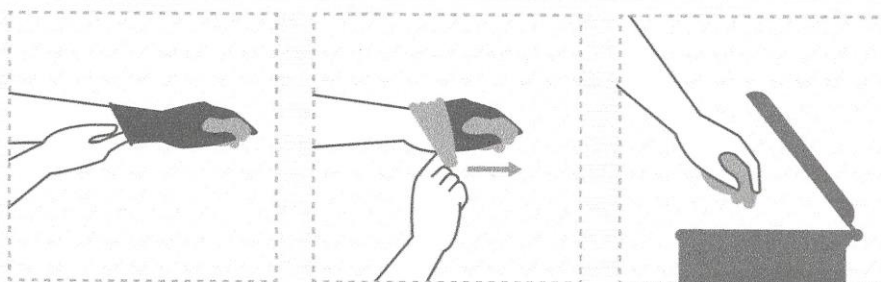
**HOTEL LLEÓ, SL.**



# CÓMO QUITARSE LOS GUANTES CORRECTAMENTE



Agarrar el exterior del guante en el área de la muñeca.  
Despega el guante de tu cuerpo, dale la vuelta.  
Sostenga el guante de adentro hacia afuera con la otra mano.



Desliza tus dedos debajo de la muñeca del otro guante.  
Despega el guante de tu cuerpo, dale la vuelta, deja el primer guante dentro del segundo.  
Deseche los guantes de forma segura.



Lávese las manos

Este establecimiento aplica el sistema integral para bares y restaurantes ante el COVID-19

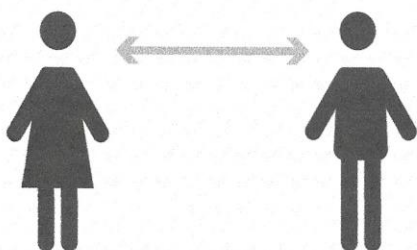
**HOTEL LLEÓ, SL.**



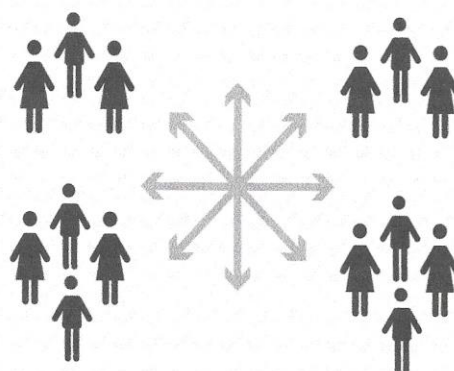
# MANTÉN LA DISTANCIA DE SEGURIDAD

Recomendaciones del Ministerio de Sanidad,  
Consumo y Bienestar Social

Distancia mínima entre personas:  
al menos 2 metros



Distancia mínima entre grupos<sup>(\*)</sup>:  
al menos 2 metros

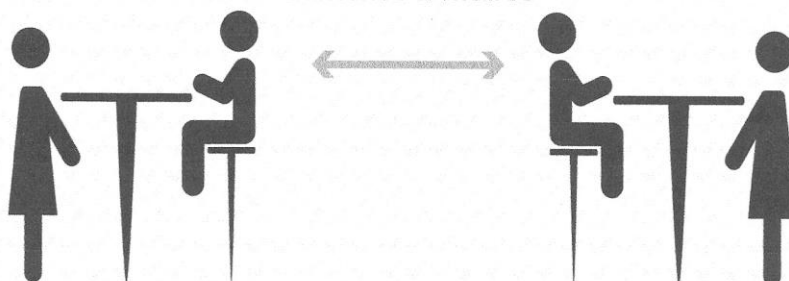


<sup>(\*)</sup> Cuando se produzca la asistencia de un grupo a un establecimiento se entenderá que la distancia de seguridad será entre el grupo y el resto de clientes y no entre integrantes de ese grupo

Distancia mínima entre mesas:  
al menos 2 metros



Distancia mínima entre mesas altas:  
al menos 2 metros



Este establecimiento aplica el sistema integral para alojamientos ante el COVID-19

**HOTEL LLEÓ, SL.**