

PREVENTIVE MEASURES COVID-19

El Castillo de Ponferrada Hotel informs our guests about the measures adopted, based on the instructions of the health authorities, to guarantee your health and ours due to the current COVID-19 situation:

In order to prevent crowding and waiting, it is possible to do the **LATE CHECK-IN** sending the documentation to our email : info@hotel-elcastillo.com. This is a quick way to verify your personal information and show you to your room.

We have reduced the **capacity** of our premises to 50% so as to ensure the social distancing.

Restaurant: 33 people

Bar: 23 people

Reception: 7 people or several family units

Lift/Elevator: 1 person or family unit

The staff will check the capacity in case you need to wait in the delimited area.

SANITIZING GEL DISPENSERS are at your disposal to ensure the cleaning of hands. We kindly request you to use it.

The use of sanitizing gel is mandatory when using **MAGAZINES OR NEWSPAPERS**.

SOCIAL DISTANCING must be respected: 1 meter between members of different family units, 1,5m between groups of people, 2m between tables. **Avoid physical contact**, including handshaking.

IT IS NOT ALLOWED TO MOVE THE FURNITURE. If needed, it will be done by the staff.

Ordering and waiting areas will be marked. **Follow the signals** and the **indications** to keep the safety distance at the bar, tables, elevator... Do not remain in the passageways, avoid forming crowds.

ASK FOR A TABLE. Please wait to be attended or ask for a table in the ordering area so you can be seated in a previously disinfected one, marked as so.

THE USE OF MASK IS COMPULSORY when not eating or drinking. Our staff will be using masks during all their service, as well as the cleaning staff, who will be also using gloves.

WASTE CONTROL: Our guests will be asked to throw away the PPEs (masks, gloves, etc.). For more safety, all of it should be disposed of in the toilet waste bin.

The premises will be **VENTILATED** as much as possible. The rooms will be ventilated a minimum of two hours after each client.

Decorative objects, advertising posters, etc. have been **REMOVED** from our facilities for proper disinfection. The following will be removed as well:

- **SELF-SERVICE PRODUCTS** (napkin rings, toothpick holders, cruet, etc.). You can ask the staff for it and it will be disinfected after use. All products are protected in showcases, cabinets, etc.
- **WELCOME PRODUCTS:** Soap, gel, shampoo, information booklets, laundry bag and decorative objects. The bath amenities can be requested at the reception. The blankets in the wardrobe will be kept in bags.
- **MENUS ON PAPER:** The access to the menu will be by QR code or on our website.
- **GOODS DELIVERY AREA:** A package delivery area will be specified, so the package and the area will be disinfected after each reception. The deliverer's access to the rooms is not allowed.

DRINKS AND GROCERIES NOT PURCHASED IN OUR HOTEL'S AMENITIES ARE NOT ALLOWED.

THE CLEANING OF ALL OUR HOTEL'S FACILITIES will be **REINFORCED**, paying special attention to all the surfaces that may favor transmission (tables, chairs, handles, bar top, bathrooms, etc.). Virucidal products recommended in the Official Government Gazette will be used.

- **ROOMS:** The whole room will be cleaned before placing in any clothes or sheets, in order not to carry out cross-contamination. TV remote controls, telephones, etc. will be wrapped up in plastic film for proper disinfection. Regular maintenance and cleaning of the air conditioner and grilles will be carried out.
- **BAR-RESTAURANT / RECEPTION:** Each employee cleans their working area. Pens, keys, cards and dataphones are constantly being disinfected. The dishwasher reaches a temperature of 80° degrees Celsius (176 °F).
- **COMMON TOILETS** will be cleaned at least 6 times a day.

The hotel staff is not allowed to access the rooms while the guests remain inside, except for a justified reason, in which case, the guests must wear a mask as well.

If you wish to enjoy any of our **BREAKFAST or MEAL SERVICES**, ask our staff and they will show you the schedule to avoid forming crowds.

PAYMENT METHOD: If the payment is over € 12.00, credit card will be required. A tray will be used for cash.

UNIFORM: the staff will change and properly disinfect their uniform daily.

All our staff and our suppliers are aware of the new regulations.

Please follow the recommendations established by the Ministry of Health:

- Avoid touching your eyes, nose and mouth.

- Cough or sneez covering your nose and mouth with a disposable tissue or your elbow.
- If you have a fever, cough or any symptoms related to COVID-19, stay home and contact a health center.

If you are not feeling well or you sense that you may have a fever, please do not come to the hotel and call the following healthcare number:

900 222 000

Upholding these preventive measures, we intend to guarantee our guests' health and ours.

Yours sincerely, The Management of *Hotel El Castillo*.