

Barceló Royal Beach



Dear Partner,

At Barcelo Hotel Group, the safety and well-being of our guests and employees has always been a major focus. The current environment required us to review and reinforce our protocols. We adapted our prevention and hygiene processes to guarantee the maximum security and trust to our guests, teams and suppliers, following the latest recommendations of experts, international institutes and local authorities.

This document serves to acquaint you with procedures and measures implemented at Barcelo Royal Beach as our commitment to a safe customer experience.



* The measures and procedures outlined in this document are subject to regular review and adaptations as a result of changing regulations and recommendations as the global COVID-19 pandemic progresses. The document doesn't claim to be complete or legally binding.

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Sanitization and Disinfection

- Cleaning and disinfection with hospital grade disinfectants
- Hourly disinfection of shared facilities such as public toilets, elevators, door handles, railings, other frequently touched surfaces
- Frequent natural ventilation of all common areas, opening doors and windows
- Thorough disinfection of all contact surfaces in guest rooms, with special focus on high touch areas such as switches, remote controls, seating furniture, bathroom surfaces, daily and after each guest
- Natural ventilation of guest rooms during daily cleaning
- Bed linen and towels are washed by a certified company complying with all recommendations for washing at minimum temperatures of 60°C and appropriate detergents and disinfectants





General Safety

- People flow control in common areas, implement one-way guest traffic wherever possible
- Revised capacities in swimming pools, lobby area, bar and restaurants to guarantee safe distance
- Protective screens in reception and buffet restaurants
- Stations with hand disinfectants, mask and gloves in common areas
- Disinfectant dispensers at all entrances, in front of elevators, shared bathrooms, outdoor areas
- Disinfection of room key cards and pool towel cards before handing them to guests
- Disinfection of suitcases on arrival and when depositing in the hotel's luggage store
- Guest lifts restricted on use to max. 2 people, unless entering the lift as a family or company traveling together
- Optimize room allocation process to allow for min. 12-hour vacancy whenever possible
- Mandatory use of personal protective equipment (ie. masks and gloves) for our teams
- Crisis management protocols in case of an identified infection of a guest or an employee
- Adherence to preventative maintenance protocols and schedules to ensure proper functioning of all installations, such as dishwashing equipment, air-conditioning, dispensers





F&B Protocols

- Strict application of protocols such as safety distance, personal hygiene, cleanliness, HACCP
- Revised capacity of our buffet restaurant in line with recommendations of 1,5 - 2 m distance between tables, allowing max. 4 persons at one table
- Restaurant seating protocol to ensure compliance with the safety measures
- Capacity management through table reservations via the Barcelo app
- Disinfectant station at entrance to restaurant
- Reduction of decoration elements and menus on the table, digitalization of menus via Barcelo app
- Elimination of bulk products, offering single-dose or individual and packaged portions
- Assisted buffet service to avoid food handling and high contact surfaces
- Buffet food arranged behind transparent barriers for additional protection
- Frequent cleaning and disinfection measures in all working areas of the restaurant
- Disinfection of tables after each guest
- Ongoing disinfection of beverage machines during service times
- No seating, crowding at bar counters allowed
- Minibar filling will be provided only upon request





Leisure and Entertainment

- Leisure and entertainment programs adapted to the safety, hygiene and distance rules
- Each guest must disinfect their hands when joining an activity
- Each children's activity will start with a hygiene and self-protection session with messages and posters adapted to their age, as awareness measure
- Disinfection of kids' club premises and equipment after each session

Swimming pools:

- Increased distance between parasols (5 m)
- Only two sunbeds per parasol allowed
- Disinfection of sunbeds after each use
- Promoting one-way traffic at entrance/exits of the pools

Fitness center:

- Revised max. capacity of 6 users at a given time
- Visitors are obliged to disinfect each equipment before and after use





Training and sensitization of our teams

- Training on the new operational protocols against COVID-19 and other viral infectious diseases in cooperation with our hygiene auditors (Bio9000) and our medical partners (Heramed)
- Training in efficient use of protective equipment
- Training on monitoring guests for possible symptoms
- Training on crisis management in case of an identified infection of a guest or staff member
- Continuous sensitization for self-protection of employees in daily briefings





Communication

- Adapted signage in all guest areas and outlets to promote compliance with safety measures and distances
- Digital communication via Barcelo app, replacing paper guides in the rooms, available in various languages
- Posters with key messages to guests and staff in highly frequented areas

