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M E A S U R E S

# COVID 19

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## Introduction

The Covid19 pandemic has meant **we need to be prepared and take all the health and safety precautions necessary** once Club Mac can open again.

The following are a set of proposals to put into action in the various departments, taking into account the continuous disinfecting measures that will be nonetheless in place all season.



## Welcome and Reception



- **Shoe disinfection carpets** on arrival at the hotel for all guest entering the complex
- **New Fever Screening Thermal Cameras** to check the temperature of anyone entering the complex.
- **New protective screens** for the safety of staff and guests.
- Guests must always adhere to **the rule of 1.5 metres safety distance** with other people that are not in their party.
- **Two receptions will always be available for check-in** to allow for the safety distance to be adhered to.
- New **antibacterial hand gel dispensers** in both receptions and Guest House desk.
- **All objects subject to be touched will be under constant cleaning**, such as room cards, glass exchange cards, golf clubs, ping pong and tennis rackets, etc. The TV remotes will be put into a different bag protector every time the room changes guests.
- **Maximum reduction of cash handling** and preference for contactless credit or debit cards.
- **The Guest Satisfaction will help reception when there are large groups** checking in to organise the arrival of new guests.
- **Adhesive tape on the floor** to make sure the safety distances are kept.
- People willing to use services that require a deposit during their stay will be able to leave **a single deposit at reception to avoid the constant use of cash.**
- **Each room will be given a Covid19 set** on arrival consisting of a mask per adult and a bottle of antibacterial gel.



## Restaurants and Kitchens



- **Use of antibacterial gel by all guests** on entering the dining room.
- **Reduction in the number of tables** to be able to keep the safety distance between them. Capacity of maximum 40% of the previous capacity.
- There will now be **3 sittings for breakfast, lunch and dinner**.
- **Adhesive tape on the floor** for queueing outside the restaurant and inside for the buffet areas with an entry and exit point.
- **Use of single use paper tablecloths.**
- **Disinfection of all jugs of water** after each use at 82 °C
- **Disinfection of all salt and pepper pots** after each use.
- **Salads and desserts will be in single portions** and with a lid.
- **Ice cream will be served in single portions.**
- Cutlery will be **served in packets** to avoid manipulation.
- **Children under 12 will not be allowed to serve themselves,** with constant surveillance to ensure it is adhered to.
- In the staff canteen the safety distance will also be adhered and **there will be antibacterial gel dispensers.**
- Bars and buffets will be **attended by restaurant staff.**
- **Protective screens** for bars, hot buffets and show cooking areas.
- **Constant disinfection** of coffee and juice machines.
- **Single use gloves for guest** to avoid touching surfaces or accessories inside the restaurant.



## Bars



- **Protective screens** on all bars
- All dishwashers and glass cleaning machines **will wash above 70 °C**
- **Use adhesive tape** on the floor to ensure safety distance and a clear queuing system.
- **2 metres distance** between tables outside.
- **Safety distance** also at the Circus tables.
- **Antibacterial gel on all bars** and self service machines
- **Constant disinfection of all trays** at the burger bar after each use.
- Snacks at Jupiter will be served **instead of self service**.
- **Constant disinfection of all 24 hour corners**.



## Entertainment

All activities will be limited in the number of participants to ensure safety distances are kept, especially in the mini club. All objects will be disinfected after every use (rifles, arches, kids toys, etc.). The soft play area will have a pre booking system and a limited time of use.



## Shop

- **Entrance limited** to control safety distances.
- **Adhesive tape on the floor** for the same purpose.
- **Antibacterial gel on entrance and single use glove dispensers** to be used by anyone entering the shop.
- **Minimise the use of cash.**
- **Reduce the amount of objects subject to be touched** on the shelves.
- **Protective screens** at the till.



## Lifts

This area involves a high volume of traffic from guests so a person will be available at every hall to make sure the new rules are adhered to.

These are:

- Use of a lift by only the **people of the same family**
- Check that the safety distance is met **during waiting times.**
- **Constant disinfection of lift buttons**, inside and outside the lifts on all floors.
- **Inform the guests and ask their cooperation** in the proper use of the lifts.



## Housekeeping

The staff will all be trained in disinfection measures, which will be applied all the time.

- **Guests will be accommodated in alternate rooms** whenever possible, leaving one room empty between two occupied rooms.
- The rooms will be **disinfected with Virkon.**
- The rooms will be disinfected **between check out and check in with an ozone nebulizer.**



## Beach Bus



All seats, armrests and belts will be disinfected continuously.

- **Reduction of the capacity of the coach** with guests using alternate seats.
- Guest must **use antibacterial gel** on accessing the coach.
- **Maintain safety distances** with other people while waiting for the bus.
- **Protective screen** for the driver.



Maintenance staff will use mask and gloves when accessing the guest rooms to do any maintenance work when these are occupied by guests.

- Sunbeds will be **grouped in twos, threes or fours** and kept at a distance of at least 1,5 metres from the next group.
- The sunbeds will be **disinfected daily** with water mixed with bleach.
- **Daily disinfection of the seating area** at the Circus and Saturno entertainment areas.
- **Keep chlorine levels** at 2 ppm.
- **Towels must always be used** on the sunbeds.

## Maintenance and Outdoors



## Staff

All staff will be informed of all the health and safety measures to be taken in their work place to prevent the virus. They will be given all the necessary training and documentation before starting their job.

IN GENERAL THEY WILL HAVE TO:

- Fill in a **health questionnaire** before starting to work for Club Mac.
- Keep always a **safe distance** of at least 1,5 metres
- They will change clothes in the staff dressing rooms of the hotels and **not bring the uniforms on from outside.**
- **There will be a one only point of access to the complex** for all the staff with disinfection and temperature checks.
- The log in and out system with finger print will be substituted by a **Fever Screening Thermal Cameras.**
- **Shoe disinfection carpets** for all the staff on entrance.
- **Distance training with Google Classroom** for the team prior to the opening of the hotels.
  - General training on Covid19 for all the staff
  - Specialised training on Covid19 depending on the department where they work.
- **Intensive washing of hands**, at least every hour, alternating the use of water and soap and antibacterial hand gel, to be used in all departments.
- **Inform a superior if they have any symptoms**, whether at work or at home.
- **Use of PPEs in all departments:**
  - Use of sanitary masks by all staff and use of FFP masks where necessary.
  - Use of gloves in the tasks that require them.





## Deliveries

The person in charge will be in close contact with all suppliers to ensure health and safety measures are always met, as well as safe distancing. Suppliers will not have access to the kitchens.

- **Shoe disinfection carpets** in order to access the kitchens.
- All suppliers and external people accessing the complex **must wash hands and use antibacterial gel**.
- If necessary there **will be specific delivery times** to avoid crowding.

## Partners

- **We have partnered with Preverisk, for more than 20 years**, a company with a high reputation in the travel industry for health and safety protocols, **following always the recommendations of the WHO and health authorities**.
- We are working with **Red Asistencial Juaneda, on a protocol in case there would be a case at the hotel**. In any case, Club Mac will dedicate an entire floor in one of the buildings to attend to those that require to be under quarantine.
- **We work with Previs**, on all the prevention of occupational hazard in order to comply with all current legislation.

Club MAC'S management **advises on the use of single use plastic gloves when entering the restaurants and the use of face masks at communal areas** and for this we provide with a Covid19 set on arrival. This will help reduce the risks for everyone.

Club MAC's management reserves the right to update these measures based on the advice from our various partners or on the health and safety laws that might arise in the future.



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