Covid-19 guide for families of the Royal Son Bou Family Club

Update 30/06/2021

We inform you of the measures we have taken in each one of the department to guarantee maximum security and safety of your family and our workers during your holidays.
We live in an unprecedented situation in which it is more necessary than ever to work closely together.

What documentation is required to travel

For all those travelers who come to Menorca from outside Spain, it will be mandatory to fill in the **Health Control Form**, regardless of the country of origin and age, which you can see here. This form is personal and non-transferable, and can be completed individually or as a family. Once completed and signed, you can download or print the form, which will be requested upon arrival at your destination.

What else do I need to submit besides the Health Control form?

If you are travelling from one of the countries on the list considered a risk zone, which you can consult **here**, you can present:

- a vaccination certificate or document certifying vaccination with a complete schedule 14 days before the trip.
- a negative PCR or antigen test.
- a certificate of recovery after passing the disease. More than 11 days must have elapsed since the last positive test before the trip. This certificate shall be valid for 180 days.

For travelers from the European Union, the COVID Digital Certificate is also valid, of which you can see more information here. It should be noted that children under the age of 12 are not required to produce any of these

supporting documents. When filling out the Sanitary Control Form to enter Spain, you can include your COVID Digital Certificate, with which you will obtain a QR Fast Control that will speed up the procedure at the airport.

What if I travel to Menorca from outside the European Union?

In this case, one of the three certificates described above shall also be requested:
- a complete vaccination certificate or document accrediting vaccination with a complete schedule (to be considered valid provided that the vaccine administered is one of those approved by the European Medicines Agency or the World Health Organisation).
- a negative PCR or antigen test.
- a certificate of recovery after passing the disease. More than 11 days must have elapsed since the last positive test before the trip. This certificate shall be valid for 180 days.

Also, for children under the age of 12 travelling from outside the European Union, it is not compulsory to present any of the mentioned proofs.

I am traveling from a country that is not considered risky. Do I have to present a certificate?

For countries considered safe, which are updated every fifteen days and you can consult **here**, you only need to fill out the Health Control Form. No further evidence is required. Within the European Union, this is the case of Iceland. The United Kingdom and Northern Ireland also fall into this category.

General and specific measures

- Proper cleaning and disinfection plans have been established to deal with Covid-19 in all hotel departments.
- We have trained all our staff, in order to allow them to offer you the best service with all the security guarantees.
- Our personnel have all the Personal Protective Equipment (PPE)

- We have studied and analyzed all the facilities, detecting possible risk areas and placing all the necessary equipment to ensure proper cleaning and hygiene.
- We have reduced the capacity in all common areas: restaurants, bars, pools, Kikoland, reception, etc. in order to guarantee social distance (1,5 meters).
- We have places signs with the regulations that must be followed in each confluence area of guests.
- All incoming cargo goods receive at the hotel is disinfected in our storage facility, before to move in any other area of our facilities.
- The use of a mask will be mandatory in all interior areas of the hotel. It will not be mandatory outdoors, as long as the safety distance of 1.5 meters can be maintained.
- For the due implementation of all safety measures and health recommendations, it has been established 65% approximately like the maximum occupancy of the hotel.
- The gym will be closed.
- The changing rooms located on the lower floor of the Hall will remain closed.
- Smoking is not allowed throughout the hotel.

Restaurants / Kitchen

- Before even entering the restaurant, hand disinfection with a hydroalcoholic solution is mandatory.
- We have reduced the number of tables in the room and they all maintain a safety distance of 1,5 meters.
- The use of a mask is mandatory whenever you go to the buffet to pick up food and at the table, while you are not eating or drinking.
- It will not be allowed to share a table between families staying in different apartments.
- Tables of more than 6 people will not be allowed.
- We have established shifts for breakfast, lunch and dinner services to control the restaurant capacity at all times and avoid crowds. The reservation will be made at Reception.
- Tables will be setting up at the right time and disinfected after each diner (including chairs, baby seats and cushions)
- We are forced to remove all bulk products. Products such as oil, vinegar, salt, butter, etc. they will be provided in single-use containers.

- Although we want to avoid queues as much as possible, we have marked the waiting areas on the restaurant floor to always keep the safety distance.
- Our dishes are washed at 60º and rinsed at 82º. After each service, we disinfect the wash train.
- We have arranged a clean dishes stream and a dirty dishes stream so that they never cross each other.
- We will not admit cash payments in the restaurants.
- The Basilica restaurant will open depending on occupancy.

Bars

- We have reduced the number of tables to ensure the safety distance.
- We will not admit cash payments in the bar.
- It is mandatory to use the mask at the table while you are not eating or drinking
- We have digitized our drinks menu in QR codes that you can download on your mobile.
- Tables, chairs and cushions will be disinfected after each use.
- The bar counter service ends at 22:00. From this time, we will serve you at the tables on the terrace.

Cleaning Services

- All clothes (sheets, towels, covers, etc.) are washed at more than 60º ensuring the elimination of any type of contamination.
- Our staff will access to apartments for cleaning only when the apartment is unoccupied. If this is not possible, we will provide you with a mask while our staff stays in the apartment.
- The cleaning cloths used by our staff are desinfected after to be used in each apartment.
- The gloves used by our maids are disinfected after each cleaning.
- Shared bathrooms in common areas, will be disinfected every 2 hours (6 times a day).
- We have reduced textile elements in the apartments. As a consequence, thereof we have removed extra cushions, blankets and pillows from closets. If you need an extra blanket or more pillows, request them at Reception and we will take it to your apartment for you, previously disinfected.

- For organizational and security reasons, apartment changes will not be possible.

Reception

- We have marked the waiting areas on the Hall's floor to always keep the safety distance. Once the maximum capacity is reached, we will indicate alternative waiting areas to avoid crowds (terrace area of the bar).
- All material provided to you from Reception, such as the key cards of your apartment, will be previously disinfected.
- Our strollers, umbrellas, baby carriers, etc. you want to rent, it will be delivered to you disinfected and sealed.
- We will give you a guide with a summary of the general hygiene and prevention regulations that must be met at all our facilities.
- We have a protected area with a partition separating.
- For organizational and security reasons, apartment changes will not be possible.
- Late-check out service will be offered to families, so they can stay in the apartment until the pick-up time on the departure day. It is not a guaranteed service and it will depend on the occupation.
- The luggage room will remain closed and only the reception staff will have access.
- Baby sitter service will not be available.

Technical Services

- Whenever possible, we will go to your apartment to fix any breakdown when you are not inside. In case this is not possible, we will provide you with a mask.
- After each visit of our technical, the all area is disinfected.
- We control the flow and air temperature in all common areas. The filters of our air conditioning equipment in common areas are monthly disinfected.

Pools

- We have reduced the number of pool chairs in order to guarantee the safety distance of 2 meters between family and family.

- The maximum capacity allowed in the main pool will be 300 people (1200 m2 surface area / 4 m2 per person).
- The maximum capacity in the children's pool will be 32 people (130 m2 surface area / 4 m2 per person).
- Pool chairs are disinfected after each use.
- The use of pool mats that exceed the measures of 1.80 x 60 (or 2 m2 per user) is prohibited.

Animation

- In Kikoland, only one adult per child will be allowed.
- The use of a mask will not be mandatory for adults and children over 6 years old within the Kikoland area, provided that you are outdoors and that a safety distance of 1.5 meters can be maintained.
- We have adapted our entire program of activities, without activities that involving physical contact, especially in the younger age groups to ensure the safety distance.
- For safety, we have removed from our program activities without security guarantees for children and entertainers.
- We have reduced the maximum number of children in each activity.
- We have enabled more play areas to avoid crowds in the same place.
- Whenever possible, we will do all outdoor activities.
- Each play area will be disinfected every 2 hours (6 times a day)
- All toys are disinfected after each use
- Outside activity hours, the Kikoland area will be closed for security reasons.
- Dance area in front of the stage is not in use.
- Magikland will remain open for lunch and dinner, respecting the safety distance and reducing the capacity (9 people).
- Mini Club: Children 3-4 years old can take part of the animation activities in kikoland without parents.

Son Bou beach

Alaior City Council has ordered the following measures of prevention at Son Bou beach:

- Groups of maximum 15 people, except in the case of people living together.
- Maintain a minimum safety distance of 2 meters with other users. All your belongings must be within this perimeter, avoiding contact with other users.
- Do not share objects with other coexistence units that are on the beach.
- You can’t use the public showers.
- The practice of sport activities is allowed as long as they can be carried out individually and without physical contact, maintaining a minimum distance of 2 meters between the participants.