



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

Update 31/05/2022

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.

### **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) where our health & safety consultants recommend us to use them.
- We have studied and analyzed all the facilities, detecting possible risk areas.
- Smoking is not allowed throughout the hotel.

### **Restaurants / Kitchen**

- Before entering the restaurant, hand disinfection with a hydroalcoholic solution is recommended.
- Tables will be disinfected after each diner (including chairs, baby seats and cushions)
- 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 60° and rinsed at 82°. 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.
- We have digitized our drinks menu in QR codes that you can download on your mobile.

## **Bars**

- We will not admit cash payments in the bar.
- 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.

## **Cleaning Services**

- All clothes (sheets, towels, covers, etc.) are washed at more than 60° 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.
- 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.
- We have a protected area with a partition separating.
- For organizational and security reasons, apartment changes will not be possible.

## **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.

## **Pools**

- The use of pool mats that exceed the measures of 1.80 x 60 (or 2 m<sup>2</sup> per user) is prohibited.

## **Animation**

- In Kikoland, only one adult per child will be allowed.
- 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 times a day.
- All toys are disinfected twice a day.
- Magikland will remain open for lunch and dinner, respecting the safety distance.