

PARADORES DE TURISMO

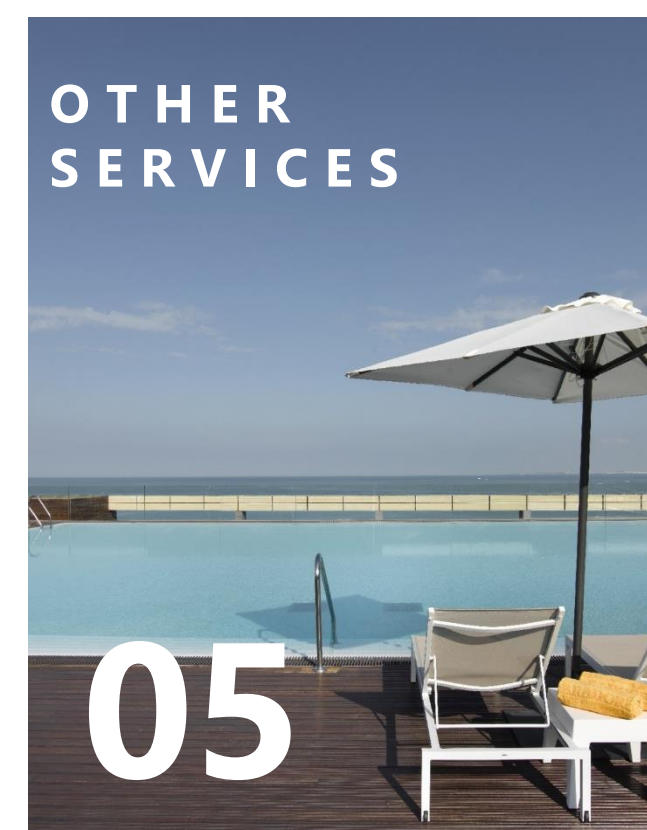
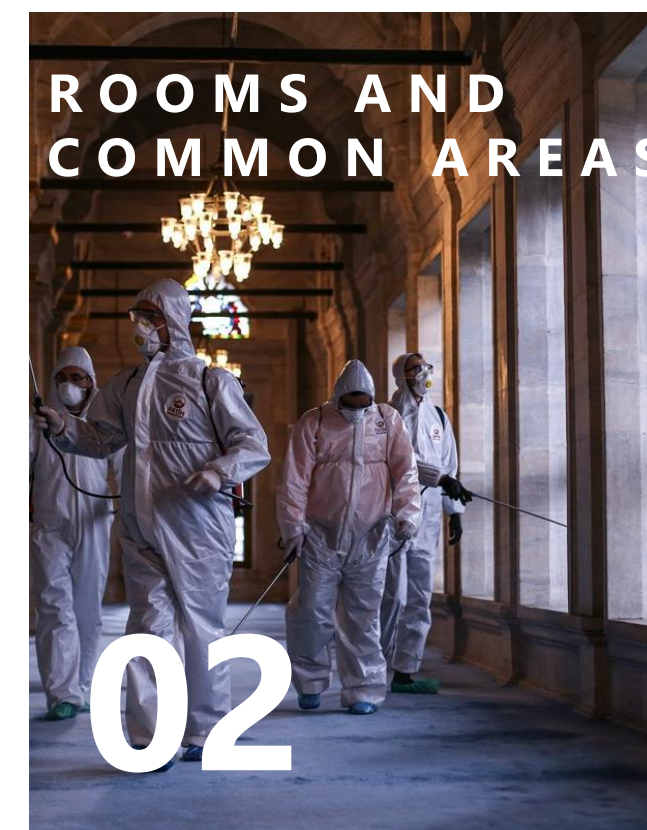
OUR COMMITMENT WITH REGARDS TO COVID-19



PREVENTIVE MEASURES

OPERATIONS

CONTENTS



RECEPTION DESK

AFTER COVID-19



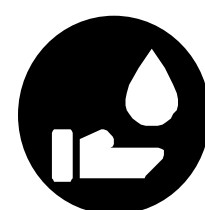
PROTECTIVE SCREEN

To be included in all reception desks (Front Desk, Spa, Golf, Shop)



COVID-19 KIT

Gloves, thermometers, masks, sanitizers, tissues, best practices for Covid-19



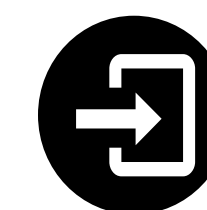
CLIENTS' CORNER

Disinfectant solution, pedal bin, tissues, information on the hotel measures



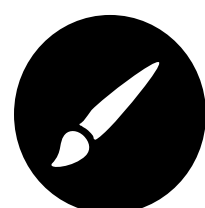
CLEANSING & DISINFECTION PROTOCOL

Cleansing and disinfection of the workstation and work elements during and at the end of the working day



CHECK-IN

Improvement of the check-in process to minimise waiting periods



SIGNATURE PROTOCOL

Pen cleansing and disinfection in front of the client



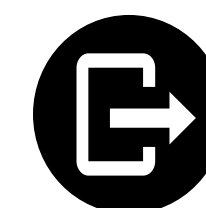
KEYS PROTOCOL

Watertight collection for subsequent sanitization of keys after check-out



CUSTOMER SERVICE

Digital service for all the information of the Parador and services with 24h online customer service



EXPRESS CHECK-OUT

Minimise peak times anticipating invoicing. Encourage payment with card/phone



LUGGAGE PROTOCOL

New procedure for luggage transportation and storage

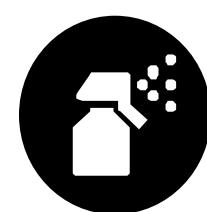
ROOMS AND COMMON AREAS

AFTER COVID-19



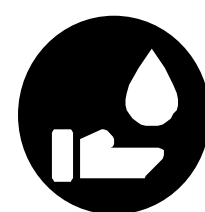
CLEANSING & DISINFECTION BEFORE OPENING

Cleansing and disinfection focusing on critical points and frequent contact points



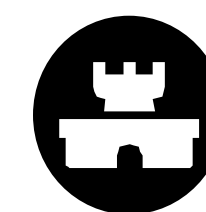
DAILY DISINFECTION

Daily disinfection reinforcement in common areas and internal critical points



CLIENTS' CORNER

Client sanitization points in key areas of the Parador



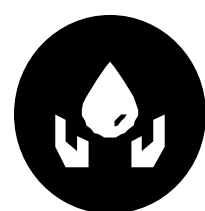
COMMON AREAS CLEANSING & DISINFECTION

Increase of frequencies and inclusion of new products and actions



ROOMS CLEANSING & DISINFECTION

New room cleansing itinerary and inclusion of new products



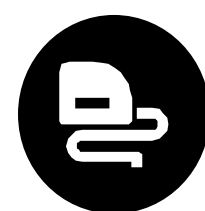
ROOM PREPARATION

Simplification of preparation and items on request to focus cleansing and disinfection in essential items



NEW AMENITIES

Sanitizer, disposable alternatives and disinfection seals as a guarantee



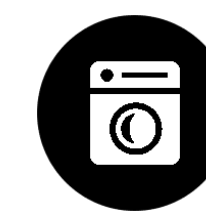
CLEANING TOOLS CLEANSING & DISINFECTION

Provision of additional cleaning elements to minimise crossed-contamination



RE-DESIGN OF COMMON AREAS

It is important to remember the importance of the safety distance

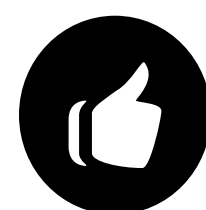


LAUNDRIES

New products for the collection, cleaning, drying and ironing of clothes

CATERING

AFTER COVID-19



OPERATOR BEST PRACTICES

Reinforcement of protocols and informative posters in the different areas



FACILITIES CLEANSING & DISINFECTION

Maintenance of protocols, reinforced in critical points



GOODS RECEPTION

Reinforcement of the current protocol with sanitization points and PPE.



STORAGE ROOMS

Reinforcement of daily disinfection of storage rooms and goods reception areas



EQUIPMENT CLEANSING & DISINFECTION PROTOCOL

Cleansing and disinfection of tools, equipment and packages after each use



SPACE PREPARATION

Tables distancing
Disinfection of service elements and tools



CATERING SERVICES

Capacity limitation, individual options available.
One-dose products for clients



CUSTOMER SERVICE

Maintenance of safety distance and constant hand hygiene



ROOM SERVICE

Suitability of the offer and client service protocol



INVOICING

E-mail invoicing option and payment with card or phone

MICE

AFTER COVID-19



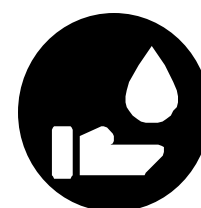
EXCLUSIVE HOSPITALITY DESK

Independent check-in prepared in advance in an exclusive area for each group. Disinfection point



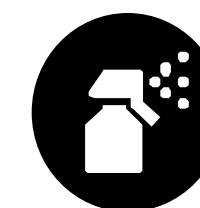
LUGGAGE COLLECTION

New luggage service procedure for groups, specific storage for groups



CLIENTS' CORNER

Masks available and several disinfection points with alcohol gels in accesses and rooms



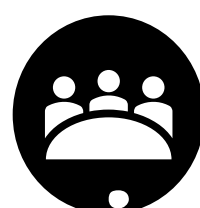
HYGIENE & DISINFECTION MEASURES

Disinfection with virucidal products after room and common areas cleansing, before, during and after an event



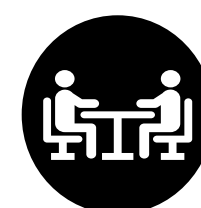
OCCUPATION AND FLOWS CONTROL

Capacity reduction and increase of signalling and distance between the group and other clients



ADAPTED ASSEMBLIES

To keep the distance between the attendants



MEETING ROOMS

Reduction of textiles and decorative elements. Preference for materials and digital communication



AUDIOVISUAL EQUIPMENT

Inclusion of technology that allows hybrid and multi-site events. Devices cleansing and disinfection after their use



COFFEE BREAK

Adaptation of the permanent coffee break with individual offer and new guided coffee service



CATERING SERVICES

Offer and service adaptation. New assemblies to maintain the distance between diners

OTHER SERVICES

AFTER COVID-19



GOLF COURSES

Advance booking and access control to keep distances. Equipment cleansing and disinfection before and after their use



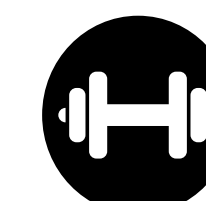
POOLS

Additional water quality controls. Re-design of spaces to guarantee distances. Equipment cleansing and disinfection after each use



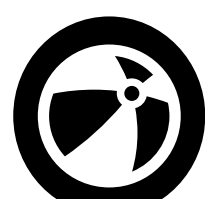
SPA

Advance booking, access and itinerary control. Increase of cleansing and disinfection and water and air quality control



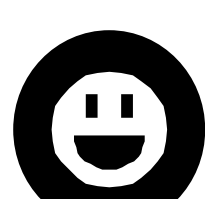
GYMS AND SPORTS AREAS

Advance booking and individual access. Increase of surfaces, machinery and elements cleansing and disinfection



CHILDREN'S AND ENTERTAINMENT AREAS

Opening in line with local regulations. Increase of facilities and equipment cleansing & disinfection



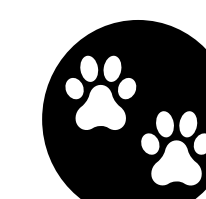
ENTERTAINMENT

Capacity limitation. Outdoor activities if possible, without exchange of objects. Material cleansing and disinfection



SHOP / SHOWCASE

Exclusive handling by our staff, upon disinfection. Disposable gloves available



PETS

Our pets are still welcome



PARADORES

Hoteles & Restaurantes 1928

THANK YOU

26 May 2020