

Feel safe at Carema Hotels

Regulation guidelines for our clients during their stay



Your safety is everyone's safety

At Carema Hotels we believe that it is important to inform you of some of the regulations that we have established in our hotels, in order to prevent Covid-19 infections. Therefore, we want to inform you of these measures before starting your vacation with us.

The following rules are endorsed by the official health authorities, as well as by our external risk prevention service. We are convinced that if we all follow these rules, your stay with us will be more satisfactory and secure. We also want to inform you that these rules are subject to the requirements of the authorities of the Government of Spain, therefore, they can evolve if there are further changes in the regulations.

In addition, we inform you that you can enjoy all the wonderful beaches on the island of Menorca. You should only keep distances of at least 2 meters and the groups will be a maximum of 25 people.

Available services in our hotels

Due to the exceptional situation related with the COVID-19, some of the services available in our hotels have been reduced. Find below detailed information related with specific services and dates of our hotels.

Carema Beach Menorca

From June 26th until September 26th, 2020. Except due to changes of force majeure, we will offer you the regular services at our hotel. Available services will be, food and beverage services at buffet and bar, and 24-hour reception. We will offer buffet breakfast, a la carte restaurant for lunch and buffet for dinner. In compliance with current regulations, the buffet and restaurant service will be assisted by our staff. For your safety, the cleaning service will be upon request. The occupancy in the hotel's public areas will be limited to 75%, this includes indoor and outdoor areas. On the other hand, the use of a swimming pool will be available with a maximum capacity of 75% and respecting the safety distance of 1.5m.

From September 26, 2020 until the end of the season. Our establishment will offer reception service every day from 08:00 to 23:00. Food and beverage services will be buffet or menu depending on the occupancy and demand. The occupancy in the hotel's public areas will be limited to 75%, this includes indoor and outdoor areas. On the other hand, the use of a swimming pool will be available with a maximum capacity of 75% and respecting the safety distance of 1.5m.

Carema Garden Village

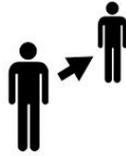
From September 06, 2020 until the end of the season. Our establishment will offer reception service every day from 08:00 to 20:00. The type of available accommodation will be: accommodation, accommodation with breakfast and half board. Food and beverage service will be offered at the Marlet Playa restaurant. Following the indications from the competent authorities, the capacity of the hotel's common areas will be limited to 75%. The cleaning service will be adapted to hygiene and safety protocols. Shared facilities with Carema Club Resort such: water park, animation and sport facilities will not be available. For the rest of the services available, ask at reception.

Carema Club Resort

From July 1st, 2020 until September 6th (Closing) . Except due to changes of force majeure, we will offer you the regular services at our hotel. Food and drink services, a la carte restaurant, water park, entertainment and 24-hour reception will be available. In compliance with current regulations, the buffet and restaurant service will be assisted by our staff. For your safety, the cleaning service will be upon request. The occupancy in the hotel's public areas will be limited to 75%, this includes indoor and outdoor areas. On the other hand, the use of a swimming pool will be available with a maximum capacity of 75% and respecting the safety distance of 1.5m. For security reasons, the gym, disco, volleyball court, cinema room and junior club will not be available.



Lávese las manos con gel habitualmente. Disponemos de dosificadores en las zonas comunes.
Wash your hands with gel regularly. We have dispensers in common areas.



Mantenga la distancia mínima de 2 metros de otras personas.
Keep the minimum distance of 2 meters from other persons.



Si presenta síntomas de estar enfermo, comuníquelo inmediatamente a recepción.
If you have symptoms of being sick, report it immediately to reception.



Espere en la cola para ser atendido, respetando las marcas de distanciamiento.
Wait in line, keeping the marked distance on the floor.



Intente pagar con tarjeta de crédito. Desinfecte sus manos antes y después de pagar.
Try to pay with credit card. Wash your hands before using it.



Comuníquese con recepción por teléfono. Es más seguro para todos.
Contact reception by phone. It is safer for everybody.



Ventile a menudo el apartamento.
Often ventilate the apartment.



Salga del apartamento cuando un técnico venga a efectuar una reparación.
Leave the apartment when a technician comes to carry out a repair.



Introduzca las toallas a reemplazar dentro una bolsa y déjela en la puerta exterior del apartamento.
Put the towels to replace in a bag and leave it at the exterior door of the apartment.

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Your safety first

At Carema Hotels we believe that now, it is more important than ever to travel safely and calmly. For this reason, we want you to be able to continue enjoying our hotels and living unforgettable experiences with us. Therefore, we want to inform you of our security measures taken against Covid-19.

The measures to be implemented will be effective in all our hotels. However, the application of several of these measures could affect the availability of certain services. The objective is that both, our clients, employees, and suppliers can continue enjoying all our hotels without worries.

General preventive measures

These are the most important organizational measures adopted at Carema Hotels. These protocols will be updated with the information provided by the Spain Ministry of Health and official organizations.

- We have created specific informative documents in all common areas of the hotel, remembering the need to maintain a safe distance.
- Our employees are aware and informed about the protocols to follow in their workplace.
- We have action plans in case of health problems with clients. The plan contains specific instructions of isolation and protection for infected persons. If needed, we will also provide medical services procedures and contacts.
- We have professional external advice regarding the prevention of contagion risks.
- Our employees work with personal protective equipment to provide you with maximum security.
- The use of masks will be mandatory in all the common areas of the hotel except in the pool, solarium, and while eating or drinking in the different restaurant areas.
- The disinfection of hands in buffet and in areas of frequent contact (self-service machines, auxiliary elements of the buffet, ect ...) will be mandatory.

Preventive measures in our spaces

These are some of the measures we have taken at our hotel to provide you with maximum security and comfort. Please note that, due to restrictions, some of the services in our spaces may not be available.

Common areas

- In customer service points where crowds or specific queues are foreseen, distances will be marked on the ground to provide a minimal social distance of 2 meters.
- The maximum occupation of the different common spaces is established and indicated at 75% of its capacity.
- We have a disinfectant solution in places of passage and in those installations of intensive use by clients.
- The paper, gel, and soap dispensers are cleaned regularly in common areas.

Apartments

- We reduce the use of textiles in our apartments, decoration objects, and amenities.
- If possible, we rotate the apartment allocation to avoid consecutive occupations.
- The cleaning of your apartment will be done with sanitary disinfection grade products.
- We increase the natural ventilation of your apartment.

Measures in the reception service

Our reception will be always there to help you. Furthermore, to minimize interaction and direct contact between people in our hotels, we offer technical and organizational solutions for our clients:

- Through **CivitFun** platform you can check-in online, pay taxes, and bookings before your arrival. We minimize queues and interactions with our staff. You will receive instructions in your email to check-in online.
- We have established a maximum capacity occupation in the reception area.
- We have rearranged the reception furniture to allow more space for distancing.
- We have disinfectant gel available at the entrance and reception desk.
- We have marked security distance zones between clients of 2 meters.
- Social distancing is marked on the floor at the reception hall.
- Our staff will inform you of the preventive measures to follow in our hotel.
- You can contact reception through an online communication platform.

Measures in the technical services department

We follow the strictest standards of purification, disinfection, and ventilation and air conditioning systems, as well as water and pool purification.

- Air quality: we increase the frequency of inspections of ventilation systems and decontamination protocols.
- Water disinfection: we follow updated drinking water disinfection standards and revised wastewater treatment protocols.
- Swimming pools: we apply new water sanitation protocols more frequently.
- We will carry out the repair of the problem at your apartment without the presence of the client. If this is not possible, we will always maintain the safety distance.
- Our staff works with the appropriate personal protective equipment.

Cleaning service measures

All our hotels follow cleaning protocols indicated by the World Health Organization and by ICTE (Institute for Tourism Quality of Spain).

- We have a daily record of apartments and common areas cleaning.
- We have increased the frequency of cleaning in common areas and bathrooms.
- Our cleaning staff works with personal protective equipment.
- We disinfect bed linen and towels at more than 60°C in our laundry.
- We frequently disinfect furniture in common areas, such as chairs, tables, or hammocks.
- During your apartment cleaning, we use hospital-grade disinfectant products.
- We make the towel change without having to enter your apartment. Just leave it in a bag in front of your door.
- After cleaning your apartment, we disinfect all the equipment used by our cleaning service staff.

- For your safety, cleaning will be at the request of the client. We will clean your apartment at the frequency you indicate. The shortest frequency will be daily.
- We disinfect after each apartment, deeply cleaning all the elements used (furniture, auxiliary elements, hangers and other utensils)

Measures in the food and beverage service

To minimize risks, we have adapted our ordering, preparation, delivery, consumption, and payment processes in our restaurants and bars.

- We have reduced the capacity occupation in our restaurants and the distance between tables.
- Our kitchen staff and waiters work with a mask and gloves.
- We maintain rigorous control on the temperature of our washing machines to guarantee maximum sanitation.
- At the restaurant, we increase the frequency of disinfection of items such as vending machines or furniture.
- We increase the natural ventilation of our restaurants.
- We provide several disinfection dispenser points in our restaurants.
- We implement a virtual menu through a QR code and recommend the credit card payment.
- We frequently clean and disinfect the bar space in our bars & restaurants.
- At the kitchen and restaurants, we clean with sanitary grade disinfection products.
- In areas keen to queues we delimit the waiting areas with visible marks on the floor.

Measures in the animation and activities service

We will continue to make our animation team and our activities program available to you. However, and for your safety, we will adopt the measures recommended by the competent authorities. They are as follows:

- Our group activities will be carried out with spaces of 2x2 per person and will be carried out open air whenever possible.
- We will avoid activities where there is an exchange of materials or equipment to minimize the risk of contagion.
- The activities will be designed and planned in such a way that capacity can be controlled and the minimum safety distances between people can be respected. In case safety distance can't be kept,, masks will be provided.
- The activities will be carried out mostly outdoors.
- We disinfect the activity material after each use.
- We will avoid doing activities where physical contact occurs.

Measures in the pool area

Our pool areas will continue to be available during your vacation. However, for your safety, we have adopted a series of measures that will help make this space safer.

- We have reduced the number of sunbeds, as well as the capacity on the pool terraces.
- Our team of lifeguards will be in charge of ensuring respect and harmony in the pool area.
- The deckchairs will be disinfected frequently.
- The deckchair reservation will not be allowed.
- We follow a strict water cleaning protocol advised by a specialized laboratory.
- The maximum occupation of the shower area will be 1 person.
- In our hotels with water park, we have limited the capacity of the recreational area. Our team of lifeguards will ensure the safety of users by controlling social distancing and access to the slides.
- We will disinfect the locker room and changing room daily.

If you need further information about our protocol implementation policy, we will be happy to assist you.

