



Preventive measures COVID-19 - Bidasoa

At Bidasoa our main concern is you and our team.

Our team has been in quarantine since March without leaving the hotel.

Our transfers are made exclusively in our electric volvo, in order not to use public transport (cab, Uber, subway, etc.).

We monitor daily the health of all our team in quarantine, with measures such as:

- temperature control
- questions suggested by MINSAL.

Our personnel change uniforms daily.

Uniforms and linen are washed at 90 degrees.

Inductions are given to our team regarding COVID-19 with prevention protocols and procedures.

Within the facilities, the use of face masks for both personnel and passengers is strictly mandatory. In case of not having a mask, one will be provided.

Luggage is disinfected upon entering the hotel.

We have footbaths (shoe disinfectant) at all entrances to the building.

We have sanitization areas at the entrances to the hotel and at the elevator entrances, which are equipped with gloves, alcohol gel, disposable paper, and a wastebasket with a lid.

At the main entrance we set up a pedal-operated alcohol gel dispenser, in order to avoid as much contact as possible.

We demarcate social distancing in the reception area, elevator area, parking area and supplier access area.

Only one person per elevator ride is allowed.

Suppliers and/or orders have restricted and authorized access only after all disinfection steps have been completed.

Each product arriving at the hotel goes through a sanitization filter.

Cleaning and disinfection

Every day the hotel is cleaned and disinfected with Hydrogen Peroxide, which is a certified disinfectant sanitizer.

Four times a day, our cleaning team disinfects the handles of all the hotel doors, including all the rooms, elevators, railings and restaurant area.

Every day, at the end of the service, a general cleaning is performed and then the floors, furniture, doors, handles, curtains, corridors, service areas, etc. are sanitized.

In rooms, cleaning and disinfection is done with Hydrogen Peroxide according to MINSAL protocols with emphasis on sanitization of switches, handles, lamps, faucets, telephone ornaments and, in addition, TV remote controls are sheathed at each check out.

We enable delivery system for you to stay at home and enjoy the high vibration cuisine Bidasoa which seeks to boost your immune system.

Our delivery system works based on existing protocols to flatten the contagion curve. All our suppliers and/or deliveries, have a restricted and authorized access only after performing all disinfection steps.

Sincerely Bidasoa team