

BIOLOGICAL SAFETY PROTOCOL

In order to protect and safeguard our guests, colleagues, providers and visitors, the Palma Real Hotel & Casino has elaborated a Biological Safety Protocol in regards to the **COVID-19** virus.

This protocol, in complete or in summary, may be requested for by any of our visitors at the Front Office.

The following are the most important points for our guests:

CLEANING AND DESINFECTION MEASURES

- All workstations must be equipped with their own designated disinfectant spray and paper towels.
- We have set up a daily control schedule for cleaning and disinfection of high contact areas.
- The Hotel has set up Alcohol or Alcolgel dispensers in public and private areas for the use of guests, colleagues and other visitors.
- Constant cleaning and disinfection of high touch areas such as remote controls, telephone buttons, doorknobs, etc).



ENTERING THE HOTEL

- The Management will not allow more guests than 50% of the hotel's capacity.
- It is a requisite to take the temperature of EVERY PERSON to enter the hotel.

- EVERY PERSON wishing to enter the hotel will be asked to wash their hands and apply Alcolgel before entering the building.
- Social Distancing lines have to be respected.



SAFETY FOR YOU



- We keep a designated and disinfected pen for our guests and visitors.
- Every employee is required to have their own personal pen with them at all times.
- We keep safety kits, as well as a special protocol and procedure for suspected or confirmed Covid cases.
- In the restaurant, we use paper tissues as a safety measure to prevent from a contagion. Furthermore, our waiters now serve the dishes and drinks.
- Upon check-in, every guests receives an "Anti-Corona Kit" which includes a medical mask, Alcolgel and a disinfectant towel.
- All collaborators have to wash their hands every 60 minutes as a minimum, a process controlled by department heads and ultimately General Management.
- Employees are required to wear clean work clothes.
- All employees that occupy a post will have to make sure that the necessary disinfectant and cleaning supplies are available.
- The personnel is equipped with our PPE (Personal Protection Equipment) in order to comply with this document.
- When entering the restaurant, please wait until one of our colleagues will attend you.

Thank you for following the generally known security measures such as washing your hands often, sneeze and cough the correct way and following social distancing guidelines.

If you feel that at one point one of the above mentioned measures are not respected by any of our collaborators, providers or visitors, we thank you to inform General Management.

Sincerely yours

Diego Cano
Gerente Manager

