

HEALTH PROTOCOLS MARIRENA HOTEL	
A/A	ANSWERS
<b>Staff - Testing and training</b>	
1	Has all your staff received specific Covid-19 training to follow rules and regulations allowed by local government institutions? yes
2	Is all your staff submitted to temperature testing before starting service? yes
3	Is all your staff provided with self-protecting gear? yes
	3.1 Masks yes
	3.2 Gloves yes
	3.3 Screens yes
4	Do you have available hand sanitizer in: yes
	4.1 Staff Locker Rooms yes
	4.2 Kitchen yes
	4.3 Restaurant Back offices yes
	4.4 Bar Back Offices yes
	4.5 Pools service area yes
5	Does your hotel has a Staff replacement policy in case one of the staff members gets infected? yes
6	Do you have a designated person in charge for hygiene in your hotel? yes
7	Do you control compliance of your staff to protocols, rules & regulations related to COVID-19 daily yes
<b>Dining:</b>	
	<b>YES / NO /DESCRIPTION</b>
1	How will be meals organized at the restaurants? Buffet/ lunch box in the room / a la carte... assisted buffet
2	Which anti-virus precautions will be taken at the entrance of the restaurants? hand sanitizer, distances, 4 pax per table
3	Will the hotel's stuff take clients' temperature at each visit to the restaurant? no
<b>Housekeeping</b>	
	<b>YES/NO</b>
1	Have you adapted your cleaning protocol according to local legislation? yes
2	Have you adapted your laundry protocol according to local legislation? yes
3	Are all the amenities prepared for the current scenario (individually wrapped and for one client only)? yes
4	Will guest towels be individually wrapped? no
5	Will guest towels be changed every day? no
6	Will rooms be disinfected every day? no
	According to the protocol, the housekeeping will be served after the guest's written request
<b>Public Areas</b>	
	<b>YES / NO</b>
1	Have you adapted your common areas according the local regulation? yes
	1. Gardens yes
	2. Lobby yes
	3. Mini club (kids area) n/a
	4. Gym n/a
	5. Beach n/a
	6. spa n/a
<b>Air Conditioners</b>	
	<b>YES / NO / DESCRIPTION</b>

1	Operation of public and in-rooms air-conditioners: specific of work and cleaning. – what precautions will be taken?	All Acs' filters have been replaced and all devices have been disinfected
<b>Swimming pools</b>		<b>YES / NO</b>
1	Will the swimming pools be open?	yes
2	Will there be any sunbeds around the swimming pool? At what distance?	yes, every 2m
3	How many people will be able to swim at once?	5
4	How often will the pools be cleaned/disinfected?	daily
<b>Beach:</b>		<b>YES / NO</b>
1	In which way will the sunbeds be located on the beach?	n/a
2	Shall the guests book the sunbeds in advance? How can they do it?	n/a
3	How often will the disinfection of the sunbeds take place?	n/a
<b>Animation/ kids programs:</b>		<b>YES / NO</b>
1	Will there be any animation programs, kids animations, etc. organized? Or will animation be cancelled?	n/a
<b>Check-in procedure:</b>		<b>YES / NO</b>
1	Are there any requirements for health documents (medical examinations / certificates) to be submitted at the hotel check-in?	no
2	Is the luggage disinfected before going to the rooms?	yes
3	Do you allow guests to carry their luggage to the rooms?	yes
4	Do you have suitable reception area to ensure social distancing while check in/ check out?	yes
5	Are protective screens installed at the reception and concierge desks?	yes
6	Are capacities and flows in common areas adapted to ensure social distancing?	yes
7	Do you have contactless solutions for :	
	Check in	yes
	Check Out	yes
8	Check in / Check out time	15,00 - 11,00
<b>Room service</b>		<b>YES / NO</b>
1	Will there be any room service? Is it going to be free of charge/	no
<b>Property and in-house information</b>		<b>YES / NO</b>
<b>Guest Hygiene</b>		
1	Are all the guests provided with self-protecting gear?	yes
	1. Masks	yes
	2. Gloves	yes
	3. Hand sanitizers	yes
2	Will you control the temperature of guest upon arrival?	no
3	Will you preform quick Covid-19 tests to all guests?	no
4	Do you have a Quarantine room(s)?	yes
	1. If yes do these rooms have self-catering facilities ?	no
	2 If yes do you provide room service to these rooms	yes
<b>Quarantine procedure:</b>		<b>DESCRIPTION</b>
1	What measures will be taken if someone gets sick (from the virus or something else) in the hotel?	doctor's instructions will be followed
2	Will they be quarantined on the spot, or will they be able to return to the country they have come from ?	doctor's instructions will be followed
3	If quarantined on site, will the other members of the family be under quarantine for 2 weeks together with a sick member in the hotel?	doctor's instructions will be followed