



ehogroup

**NEW HEALTH AND
CLEANING PROTOCOLS**

YOUR SAFETY, OUR PRIORITY!

The world has changed and so must we. We know that nothing will ever be the same again.

At ehogroup we have set ourselves this new normality as a challenge.

A challenge to make your next holidays with us MORE: safER, MORE relaxed,...

But not only that. Also even MORE special, MORE deserved and warmER.

Because hugs can be given from the heart, and happiness can be transmitted from 1,5 meters away.

Because we want to see you again, because we want to welcome you again, because we want you to enjoy yourself,

Because we deserve it

Here you will find our new **Hygiene, Health and Cleaning** protocols, which we have designed together with pioneering companies in the sector.

And of course, if you have any doubts, we will be more than happy to help you.

OUR NEW NORMALITY

From the beginning, at ehogroup we were clear that we needed to relay on the best to face this new era.

We have formed a multidisciplinary team made up of our internal operations and quality staff and our health and hygiene service providers:

- **Preverisk**: world leader in tourism health and safety and promoter on the POST COVID19 Tourism Sector Alliance
- **Ecolab**: world leader in water, cleaning and infection prevention solutions and services



With them, we have created new health and safety protocols to implement in our hotels and offices.

Our objective has been twofold: to offer maximum security to our clients and collaborators, while maintaining the high standard of quality in our services.

We are very proud of the result of this work, which will allow us to open with the best guarantees. In these pages you will find the measures we have adopted. We are convinced that, together, we will turn this crisis into an opportunity.

Thank you very much for your collaboration.

ehogroup :: HOLIDAYS ARE NOT OPTIONAL



Welcome!

RECEPTION



protective screens



hydroalcoholic gel stations



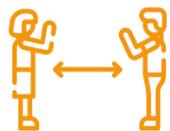
frequency of cleaning and disinfection



we recommend the credit card or credit payment



information in QR code format



social security distance signals



Calella

Welcome!

RECEPTION

All receptions of our hotels have been equipped with:

- Protective screens to ensure separation between receptionist and guests
- Hydroalcoholic gel stations at the entrance
- Signs on the floor to control access according to seating capacity and ensure social distance

In addition, the frequency of cleaning and disinfection of contact surfaces and shared items, as well as room keys, has been increased.

We have adapted the information we provide on paper at the check in to a QR code format, which, in addition to preventing the spread of the virus, is a measure in favor of environmental protection.

For hygiene reasons, this year we will not be able to offer the welcome drink on arrival. The check in and check out times will be 16h and 11h respectively, to allow the correct disinfection of the rooms.

Welcome!

RECEPTION

In reception we will also open credit to customers on arrival, either by credit card or cash (although we recommend credit card) to limit the exchange of items during your stay. Our reception staff is constantly trained on COVID prevention measures to ensure that everyone knows the protocols to follow and can act if necessary.

Our staff's PPE are washable and reusable, in line with our environmental philosophy. We ask our customers to bring their own mask and use it when necessary in order to comply with the obligations of the Ministry of Health. At this time it is mandatory to wear a mask in cases where 1,5 meters cannot be secured.

A contact-less thermometer will be available at reception, as well as masks and disposable gloves for customers who request them.



Matalascañas

Together is better

COMMON AREAS



increased sanitation of common spaces



limitation of capacity in the bathrooms



hydroalcoholic gel stations at strategic points



lifts limitation of capacity



increase in the natural ventilation spaces



removal of decorative elements

Together is better

COMMON AREAS

Our protocols are especially careful with the common areas. Some of the measures we've taken:

- Hydroalcoholic gel stations at strategic points
- Increased sanitation of common spaces
- Removal of decorative elements that cannot be properly sanitised
- Limitation of capacity in the bathrooms
- Hydroalcoholic gel obligation in lifts and limitation of capacity to one person or family until not exceeding the maximum limit of the lift
- Increase in the natural ventilation of spaces

Seats will be arranged according to the regulations in force and at all times there will be a staff person responsible for ensuring compliance.

Cheers!

BAR



protective screens on the bar



hydroalcoholic gel stations



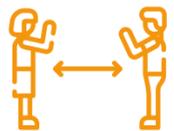
frequency of cleaning and disinfection



we recommend the credit card or credit payment



drinks menu with QR codes



tables and chairs placed according to the safety distance



Mazarrón

Cheers!

BAR

In our bars we have arranged tables and chairs according to the safety distance.

- The tables and chairs are placed according to the safety distance and are disinfected after each use
- We've installed protective screens on the bar
- Our staff wear washable masks and follow strict protocols for hand cleaning and respiratory hygiene
- We've replaced the drinks menu with QR codes
- We've removed the shared elements

Bon appetit!

RESTAURANT



mandatory masks in the buffet area



tables and chairs disinfection



safety distance between tables



drinks menu in QR codes



hydroalcoholic gel stations



semi-assisted buffet



individualised dishes, single-dose products and showcooking

Alcossebre

Bon appetit!

RESTAURANT

We have made an effort to maintain the buffet service, one of our clients' favorite services, and to this end we have defined some rules that guarantee safety and hygiene.

There will be shifts and schedules for entering our restaurants, based on occupation and capacity. Nonetheless, we will assure that our clients have enough time to enjoy a good meal. It will be mandatory to use the hydroalcoholic gel and wear a mask whenever you are standing or in the buffet area (not at the table).

Our staff will take you to your table, where you will be able to eat accompanied by your family and conveniently separated from the rest of the tables according to the safety distance.

Bon appetit!

RESTAURANT

- Our staff wear washable masks and follow strict protocols for hand cleaning and respiratory hygiene
- We also replaced physical drinks menu with QR codes. We have also eliminated the shared elements and the tablecloths will be either single use or individual and washable
- Access control at the buffets, with delimited area and direction of entry and exit
- Mandatory mask in the buffet area
- Semi-assisted buffet, with hydroalcoholic gel dispenser at the entrance and possibility of being served by the staff or using the existing utensils to serve oneself
- Change of utensils every 30 minutes
- Individualised dishes, single-dose products and showcooking



exhaustive cleaning and disinfection of contact elements



information in QR codes



natural ventilation



removal of decorative elements



gel and shampoo in a dispenser, previously disinfected



use of virucides WHO-recommended



The cleaning protocol established for the rooms include:

- Exhaustive cleaning and disinfection of contact elements (switches, TV control,...)
- Natural ventilation of the room
- Removal of the decorative elements that cannot be properly sanitized (decorative cushions, kettles, etc)
- Replacement of the signage by QR codes
- Gel and shampoo in dispenser, previously disinfected

Our cleaning staff is trained in room sanitation techniques and the use of WHO-recommended virucides. They also wear washable masks and follows strict hand-cleaning and respiratory hygiene protocols. The cleaning of the room will be carried out with the room empty. The client may decline the daily cleaning.



Pineda de Mar

Splash!

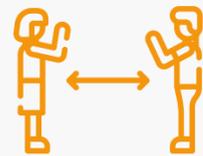
POOL AND ENTERTAINMENT



frequency of cleaning and disinfection



pools capacity according to the regulations



social distance between hammocks and in the entertainment activities



hammocks disinfection with virucidal



outdoor entertainment program



mandatory hands disinfection

Splash!

POOL AND ENTERTAINMENT

We know how important swimming pools and entertainment are on holidays, so we have taken all the measures that allow us to continue enjoying it with maximum guarantee:

- Swimming pool capacity according to current regulations
- Hammocks arranged in small groups of 2-4 units and at a distance of 1.5 meters
- Disinfection of hammocks with virucidal product between uses of clients
- Slides and swimming pools in operation, respecting capacity and safety distances
- Outdoor entertainment program, with activities that avoid physical contact, both for adults and children
- Mandatory face masks when the safety distance cannot be guaranteed, also with children
- Mandatory hand disinfection
- Disinfection of playing material after each use

We will continue to carry out night entertainment in destinations where it is possible to do it outdoors. Where the municipal regulations do not allow it (Lloret, Pineda de Mar, Calella) there will be no shows at night.

QUALITY CERTIFICATIONS

Our hotel chain is ISO MULTISITE certified by the renowned SGS company, which means that we work with protocols, records and strict quality policies.



This year we have also been certified in COVID-19 HYGIENE RESPONSE PREVERISK GROUP

