

WE WILL OPEN OUR DOORS AGAIN ON JULY 3rd

#### Covid 19 Contingency Plan

Monarque Hoteles has prepared a contingency plan against COVID 19, based on ICTE action guidelines agreed with the Ministry of Tourism and approved by the Ministry of Health.

Work procedures have been changed in order to maintain social distance and reinforce disinfection in facilities and processes:

- Establishment of new capacity in common areas, restaurant, bars and swimming pools.
- Marking the safety distances in our facilities.
- EPIS (masks, gloves, etc.) have been prepared depending on their job position and their contact with clients.

Cleaning plans have been reinforced both in common areas and in our rooms, increasing disinfection.

Our suppliers have been evaluated, and we have ensured that they comply with the COVID 19 protocols stipulated for the industry.

We will promote the good practices of our clients, and we will facilitate their compliance with the provision of having all the necessary elements (gels, dispensers ...) in our departments.

We will extend service hours in some of our bars and restaurants, so that the capacity is not a limitation depending on the occupancy

- \* We will establish shifts in some of our restaurants, depending on the occupancy with the aim of keeping the safety distance
- \* We will maintain all the usual boards (BB, HB, FB, AI), buffet service will be assisted by our staff, increasing our service and guaranteeing maximum security. OJO que en Sultán probablemente quitamos buffet, será: served at the table
- \* We will adapt our buffets to the new security standards, changing formats and presentations, but maintaining variety and quality.
- \* We will make sure to keep the safety distances in our solariums, swimming pools and Spa by disinfecting all the common elements before the use of each client.
- \* We will modify our entertainment programs, thinking of smaller groups and for all ages, offering activities for the little ones, but in open spaces.

If you need any other information, please do not hesitate to contact us.