

## RULES OF USE OF THE FACILITIES BY GUESTS

Welcome to the Hotel Don Pancho,

In recent months, we have been immersed in an unprecedented and very difficult situation for everyone. At Hotel Don Pancho, we have always known what most important is, the people, their well-being and their safety. For this reason, and now more than ever, we believe that it is necessary to take care of yourself and be able to make you feel calm because we are taking all possible actions to guarantee the maximum security within our Hotel and, in turn, be able to continue offering you an unforgettable and carefree holiday.

From the Don Pancho we want to inform you that we are implementing all the actions, instructions and recommendations of the World Health Organization (WHO), health authorities and the Government. For this, we have created a very strict protocol that includes all the actions carried out and in which we have further raised our standards of safety, health, quality and hygiene. Our goal is that all our guests can enjoy a well-deserved holiday with us, living the #DonPanchoExperience while being as protected and cared for as if they were at home.

**We ask you to read this document carefully as it contains the Hotel's rules and recommendations to minimise the hygiene and health risks caused by the COVID-19 virus, without prejudice to current legislation, and which must be complied with during your stay at our facilities. By accessing our facilities, you expressly agree to comply with them.**

**We inform you that the Hotel may terminate the contract, if there is a breach of any of these rules by the guest.**

### **WE CARE ABOUT YOU AND YOUR FAMILY AND FRIENDS**

Our main concern is to ensure that you enjoy the Don Pancho Experience in a safe way, and for this we have established necessary protection measures, both for you and yours and for the employees of the Hotel.

We want to inform you that the rules and actions have been implemented by following the guidelines set by the Ministry of Health of the Government of Spain, as well as the ICTE (Spanish Tourist Quality Institute) in order to offer you best practices in service, facilities and with staff to deal with the virus. Human and material resources have been assigned (Individual Prevention Equipment, masks, gloves, hydroalcoholic gel, face screens), as well as action protocols in the event that any employee or client shows any symptoms compatible with COVID-19.

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In addition, our staff undergoes daily temperature and health control according to the sanitary criteria established by the relevant authorities

### WHAT TO TAKE INTO ACCOUNT DURING YOUR STAY

First of all, we ask you to respect and comply with the indications set out in the signage distributed around our facilities and follow the indications contained herein and those of our staff.

We inform you that, to ensure the safety of everyone, a thermographic camera has been installed at the entrance to the hotel, as indicated on the signs, as a measure to detect fever in any person entering the hotel. In the case of fever detection, our staff will indicate the protocol to be followed.

In order to avoid going to reception and, in some moments, to save time to be attended, please follow these instructions:

- ✓ If you already have a reservation with us, please wait your turn by following the signs at the Reception to get to the check-in desk.
- ✓ On the day of your departure, please go directly to the check-out desk, always respecting the indications.
- ✓ From your room you can call reception by dialing 9 to avoid having to move, if you need medical assistance, information on schedules, extension of your stay, maintenance service, etc.
- ✓ If you arrive at the hotel without prior reservation, one person can go to the check-in desk, following the instructions shown on the signs, and bringing the documentation of your companion(s), if applicable.

If the reception staff is busy, please wait your turn, respecting the safety distance, and you will be attended to as soon as possible.

If possible, please pay by card. If you pay by card, the card will not be handled by the employee at any time. After each use the dataphone is disinfected.

To guarantee your security, we have removed from our counters any information leaflets of our facilities, maps of the Hotel, etc... but they will be provided to you in digital format through a QR code.

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### REGULATION AND ACTIONS TAKEN BY THE HOTEL:

- ✓ It is mandatory to circulate around the hotel with a face mask.
- ✓ The use of hydroalcoholic gel is compulsory at the entrance to the Hotel, the restaurant, bars, swimming pool and toilets.
- ✓ You must practice the basic hygiene rules in prevention of COVID-19:
  - Frequent hand washing / disinfecting, particularly when accessing common areas (restaurant, toilets, swimming pool...).
  - Use the inside of the elbow to cover your mouth / nose when coughing or sneezing, or use disposable tissues and wash your hands afterward.
  - Avoid touching your mouth, nose or eyes in public spaces.
- ✓ Respect the social distance with people outside your family:
  - Avoid greetings that involve physical contact (hugs, kisses...), both to staff and to other clients.
  - Respect the capacity established in common areas.
  - Respect timetables, traffic flows and other rules that you will find on the hotel's signs.
  - In the case that the Hotel has to establish shifts in the Restaurant, Swimming Pool and/or Dacing Lounge, you must respect them at all times.
- ✓ In the different hotel outlets, it is recommended to pay by credit card or to charge the cost to the room.
- ✓ The gym will remain closed for the time being as a preventive measure.

Lastly, the guest must comply with the rules when detecting symptoms compatible with the COVID-19 disease, where the first step is the obligation to remain in self-isolation (affected person and people living together) during the length of the symptoms and immediately inform the Front Desk team to undergo a medical evaluation.

The emergency telephone numbers are:

- Emergency ambulance (Public): 0034 112
- Emergency ambulance from IMED Levante Hospital (Private): 0034 900 22 33 44
- Emergency ambulance from Clínica Benidorm (Private): 0034 900 38 00 88
- Marina Baixa Hospital, Villajoyosa (Public): 0034 966 907 200

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- Rincón de Loix Health Center (Public): 0034 966 816 350
- COVID-19 Valencian Telephone: 0034 900 300 500
- Benidorm Local Police Station: 0034 092
- National Police Station: 0034 091

### AND FROM US...

At all times, the Hotel and its employees will transmit messages of awareness and good practices, inform about the measures being carried out, and request their maximum collaboration for the fulfillment of these. In addition:

- ✓ All our employees are qualified and receive specific continuous training on the new procedures and protocols of work with the measures to be implemented in each area.
- ✓ We ensure their adequate protection at all times, providing time and means to carry out all the prevention and disinfection measures established in our protocols.
- ✓ Disinfection practices and controls are applied upon arrival at the establishment, such as temperature taking.
- ✓ They have the individual protection material corresponding to their work station, the use of which is obligatory and they are trained in its correct use.
- ✓ An exhaustive control of all the obligatory prevention requirements established for our suppliers is carried out.

For your convenience:

- ✓ All the Hotel's beverage and snack menus will be available in digital format through QR codes that will be found on the tables of our bars and restaurant. For those who cannot read these codes, disposable menus will be provided.

We wish you a happy stay and we will be glad to help you in everything we can.

Your friends at Don Pancho

We hope you enjoy a well-deserved and safe holiday!