



For your Safety – Customer Hotel Guidelines

At MedPlaya we have always taken the Health & Safety of our staff and customers very seriously and even more so during these difficult times of the Covid19 virus. We have clear steps in place from MedPlaya to ensure this, and we also need to ask our customers to follow these guidelines when staying with us in the hotels.

Please find below how we ask our customers to cooperate in our hotels to ensure these guidelines are followed by everyone.

- **Preparing for your holiday**- please ensure you bring enough hygiene masks for the duration of your holiday for yourself and anyone else travelling with you
- **It is compulsory to wear hygiene masks** when moving around the hotel.
- **At Check In** and any other hotel services we ask you wherever possible to **pay for all hotel charges via Credit Card**. If you are a group checking in, we ask just one member of the group to check in at reception.
- **Social Distancing** – we ask all our customers to respect social distancing requirements throughout the hotel. Signage will be placed around the hotel to aid with this.
- **Cleanliness**- Gel points and Hygiene Points will be available in the public areas of the hotel for you to use. Please help us by ensuring your hands are regularly cleaned and any rubbish is disposed of correctly. We provide Hygiene Stations in swimming pool areas so you can also help us by keeping your own area regularly disinfected.
- **Hotel Lifts** – only one room or family unit to use the lift at a time.
- **Restaurants** – we will ask all guests to use the hand gel provided prior to entering the restaurant.
- **Restaurant Sitings**- should it be necessary we will allocate meals on a sitting service and this information will be given to you at Check-in. Sitting times allocated must be respected and adhered to.
- **Restaurant Service** – please ensure directional signage is followed for our buffets and ensure social distancing at all times. Hygiene masks must be worn at all times except for when you are sat at your table enjoying your meal.
- **Bar Service** – Menus for drinks and snacks will be provided digitally using a QR code via your mobile telephone. Tables and chairs will be set up respecting social distancing and capacities for our bars and terraces. Please do not move the furniture to join up tables. Hygiene masks must be worn when moving around the bar or terrace areas.
- **Swimming Pool** – Please wear a hygiene mask at all times apart from when swimming or sunbathing on a sunbed. Sunbeds are set up respecting social distancing and capacities for our pools and terraces. Please do not rearrange the groupings of sunbeds and always maintain social distance if moving for shade etc.
- **Pool Hygiene Points** – we provide Hygiene Points at all our swimming pool areas to allow you to keep your own area clean while you are enjoying the pool. The Hygiene Points provide paper towels and gel to assist you in this.
- **Hotel bedroom** – please assist us by opening windows or balconies regularly in your rooms. Leave surfaces as clear as possible to enable our Housekeeping team to clean thoroughly.
- **Together we can ensure the Health & Safety of everyone – thank you for your cooperation and we look forward to welcoming you soon to our Hotels.**