

HOTEL TUC BLANC BAQUEIRA
PROTOCOL AND SAFETY
MEASURES



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INTRODUCTION

In view of the current situation caused by the COVID-19 pandemic, the Hotel Tuc Blanc has taken every detail into account so that our guests can come and enjoy the hotel in total safety from the opening day. We want your only concern to be enjoying your holidays.

For this reason, we have developed a protocol with all the hygienic-sanitary measures that will be taken, for both the guests and the staff of the hotel, following the recommendations of the World Health Organisation and in accordance with the directives of the Hidro Air Control S.L., in order to ensure the fullest implementation of the measures and so to provide all the guarantees and the maximum confidence for our guests.

KEY ASPECTS



1 CREATION OF THE CONTENTION PLAN MANAGING COMMITTEE.

To define the strategies and adopt the appropriate decisions to minimise the hygienic-sanitary risks caused by COVID-19, following the Occupational Hazard Prevention recommendations based on the directives established by the WHO, the Ministry of Health and the Autonomous Community's healthcare authorities.

**2 CONTRACTING THE SERVICES OF
HIDRO AIR CONTROL S.L. TO
DEVELOP, VERIFY AND CERTIFY THE
CORRECT APPLICATION OF THE
PROTOCOLS MENTIONED.**

In relation with the management of the staff, the installations and continuity plan.

3 INCREASED CONTROLS IN THE GOODS SUPPLY CHAIN.

To guarantee the safety of the goods supply chain, we have increased the controls that were already performed in the HACCP. (Hazard Analysis and Control Points) system.

4 TRAINING FOR ALL THE STAFF.

In order to act correctly in each one of the situations that may arise. In addition, the staff are given PPE and temperature checks every day.

5 INCREASED CLEANING SERVICE.

To increase the frequency of disinfection in the common zones of the hotel, particularly the hall zone, pool, lifts, door handles, lavatories, etc.

6 DIGITISATION OF PROCESSES.

To provide the necessary information for your stay in the hotel.

7 GUESTS' UNDERTAKING IN REGARD TO OBSERVANCE AND APPLICATION OF THE PROTOCOLS:

- To respect the established capacity announced in the common zones.
- To maintain the minimum safety distance of 1.5 metres.
- Always wear your mask in all common areas.
- To disinfect your hands frequently with the hand sanitising solution which the hotel places at your disposal.
- If you begin to display symptoms of COVID19 such as fever, coughing or difficulty in breathing, contact the Management so that they can provide immediate assistance, notifying the competent healthcare services.

RECEPTION

Strict control in the application of the protocols in order to preserve the hotel's facilities and guarantee that they are virus-free.





- Floor marked with the recommended safety distances.



- Reception protected with a glass screen.



- Changes in the check-in and check-out process in order to improve the hygiene of the rooms. Checkin from 15:00 and check-out until 11:00. Late check-out subject to availability.



- Option of online check-in to streamline the process and avoid crowds at reception.
- Return of keys and Spa towels in the specially indicated containers
- Hand Sanitiser dispensers.



- Sending the bill via e-mail at the guest's request.

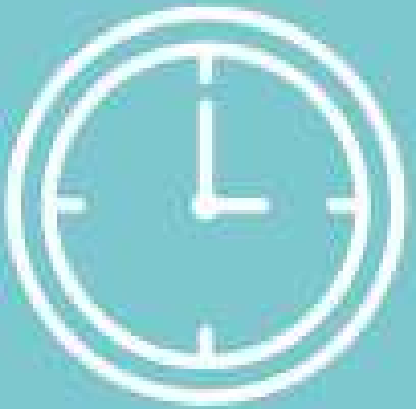


- Recommendation of paying with credit card.

RESTAURANT

Changes in the breakfast and dinner services, in the capacity and in the schedules offered by the Hotel Tuc Blanc to preserve the guest's health.

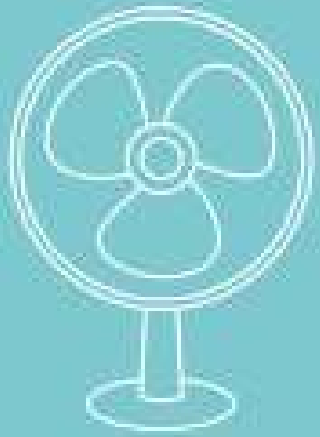




- Assisted buffet. The time for arrival at the restaurant is scheduled when you arrive at the hotel.
- Modification of the restaurant's timetables to guarantee the capacity and the social distances between the guests.
- Elimination of the restaurant and bar menus in paper format. Available in digital form.



- Installation of a protective screen at the dining room reception.



- Ventilation of the restaurant after each service.



- Hand Sanitiser dispensers.

ROOMS

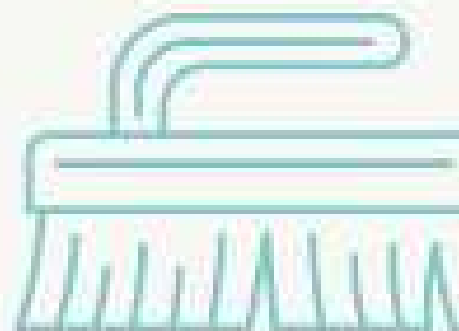
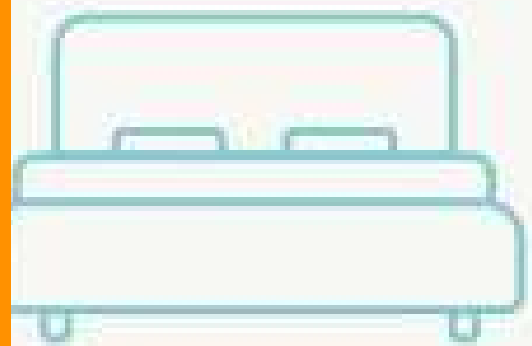
Special emphasis on cleaning and hygienising the rooms during and after each guest's stay.





- Elimination of all the information in paper format.

- Increased frequency and precision in the cleaning of all the items in the room and bathroom and the surfaces with most contacts, such as switches, handles, doors and tapware.



- Removal of blankets and pillows from inside the wardrobe. Available at reception if necessary.

- Possibility of requesting non-cleaning of the room during the stay.

POOL

Specific measures to reduce the pool capacity in order to guarantee the safety distances.



SPECIAL RESTRICTIONS FOR THE POOL



- The pool capacity is limited.



- Timetables available at reception.

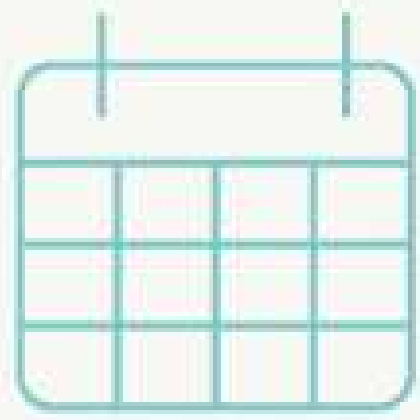


- Disinfection of the sun beds with each change of guests.

WELLNESS SPA

Specific measures and modification of the timetables to guarantee maximum safety.





- Previous reservation required for the Spa and the massage service.



- Modification of the timetables of the Spa.

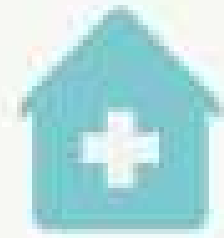


- Hand sanitiser dispensers.

COMMON ZONES

Precise and frequent control of the common zones.





- Installation of notices with information on the local health centres, the fire service and them local police, with their location, timetables and emergency phone numbers.



- Hand sanitiser dispensers.



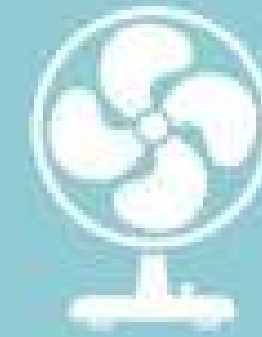
- Control of the capacity of the hotel's common zones to avoid crowds, in accordance with the established regulations.



- Installation of notices with information on all the hotel's operating conditions.



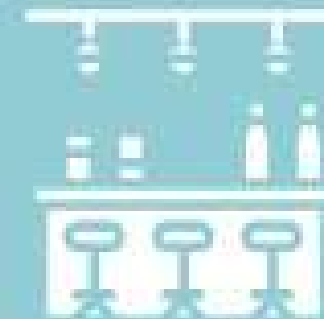
- Restriction of the use of the lift to one single person if not wearing a facemask, except in the case of a family unit.



- Ventilation of the common zones several times a day.



- Restriction of capacity in the lavatories located in common zones, as laid down by the regulations.



- Protection of the bar counter.



CONTACT INFORMATION

ADDRESS

Carretera de la Bonaigua, s/n, Baqueira
Beret (Lleida), C. P. 25598

TELEPHONE

(+34) 973 64 43 50

E-MAIL

Info@hoteltucblanc.com
reservas@hoteltucblanc.com