



# Book your 100%Nature Holiday safely !

Dears Customers,

Our desire is to provide you with an excellent stay in **Rialb Andorra**.

To help us achieve this goal, we have worked on a series of actions to prevent the spread of **Covid-19**.

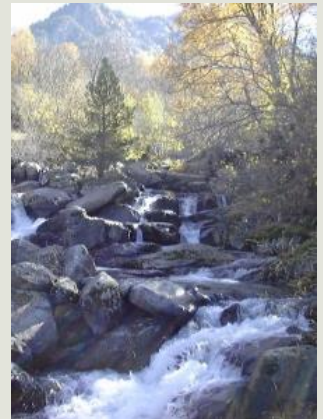
The goal is to make our customers feel **safer than ever**, to help them leave their matters aside and make them feel **as good as always**.

## Protocols

- Heightened cleaning protocols for high-traffic areas.
- Furniture arrangements designed to encourage appropriate social distancing in accordance with CDC guidelines.
- Installation of a plexiglass screen at reception and in the restaurant to minimize contact between staff members and users.
- Housekeeping "on-demand" option that allows guests to request towels, linens without having a housekeeper enter the room.
- Design enhancements to help facilitate contactless check-in and check-out.
- « Special » protocol for the breakfast.

## Products

- "Clean seals" on certain high-touch items in guest rooms.
- Personal protective equipment for hotel staff.
- Disinfection of magnetic cards for opening apartments.
- Use of the mask in common areas.
- The apartments will be cleaned during the absence of customers.
- All kitchen utensils and objects are disinfected after the departure of a customer.
- Guest accommodation is disinfected between stays and sealed after cleaning.
- Use of cleaning chemicals that are effective against Coronavirus.
- Installation of hydroalcoholic solution dispensers (hand hygiene) at the entrance of the hotel and on each floor.



## Communications

- On-property signage and decals reiterating CDC social distancing guidelines, personal sanitation guidelines and the importance of surface cleaning.
- Information on health regulations and signage inside the apartments.
- Communications from front desk staff to guests about precautions taken for their safety and comfort, and reminders about additional safeguards available at guests' choosing."





# Room Sanitization!

Dear Customers,

The main purpose of **Rialb Andorra** is to offer its guests a room that is extremely clean, sanitized and decontaminated. For this reason, it was decided to implement the revolutionary ozone sanitization method for its rooms and common areas.



Les appartements sont purifiés après le départ du client, éliminant la charge bactérienne des clients précédents et rétablissant un environnement non contaminé, prêts à accueillir le nouvel invité en toute sécurité.

The sterilization system uses the unique powers of **Ozone** (certified worldwide), to sanitize environments in a natural, economic and ecological way.

Already used in situations where hygiene is vital, such as operating rooms, in the preservation of food products, in the purification of water, today thanks to the contribution of new technologies, it is applied to the cleaning of high level in the hotel sector.

The treatment provided lasts 1h30 minutes. It penetrates deeply into all fabrics (carpets, curtains, mattresses, cushions, towels) enters air conditioning systems and ventilation channels and all the drains destroying every microorganism that might be present.

## Portable ozone generator OM-OPTC TA 20



Odors are also eliminated. In fact, the particles are naturally decomposed and replaced with pure oxygen.

The patented operating system attacks the various organic compounds by oxidizing and inactivating them (mites, fungi, molds, **Covid-19 virus**, bacteria...)

After the production and controlled maintenance of the right concentration of gas in the environment, the ozone generator provides for a catalysis phase during which there is the complete conversion of ozone into oxygen. This allows you to stay in the premises immediately after the treatment in full compliance with current regulations.

