



HYGIENE AND SAFETY PROTOCOL

Together against Covid-19

These instructions are available at the reception and in your room (QR).

If you have any questions, please contact the reception (19), where we are at your entire disposal. In case of suspicion of fever, cough, or sickness during your stay: please contact the reception from your room (19), who will give you instructions and will guide you.

To wash your hands:

- Hydroalcoholic gel is available at reception and on all floors.

Your arrival at the reception:

- Wearing a nasal-mouth mask is compulsory in Andorra in open and closed spaces.
We therefore ask all our customers to wear a mask when they enter in the hotel and when they move inside the hotel.
- We cannot go with you to your apartment and we regret it.
- For the use of the elevator, one apartment (or family) per ascent or descent.

Your movements in the Hotel:

- Presence in the hotel lounge to work or talk is of course authorized while respecting safety distances.
- The respect of the safety distances with customers and hotel staff (minimum 1.5 meters) is necessary.
- Avoid touching the reception desk or the doors without prior disinfection of the hands.

At the end of your stay:

- On the day of your departure, we ask you to leave the room before 11.00 am and to leave the windows open.
- The key to your room must be left at the reception.
Magnetic cards are disinfected after your stay..
- For payment and all transactions, it is recommended to use a **contactless** credit card.
The EPT is protected and disinfected by our staff after each use.
- Clean your hands before and after each transaction with hydroalcoholic gel.
- The invoice will be sent to you by email.

Your apartment:

- Your apartment has been intensively cleaned with chlorinated and alcoholic cleaning agents, and all hard surfaces have been disinfected.
- As a special service, we submitted your apartment to a treatment with a **professional OZONE generator** (no chemicals). This ensures that all materials in the apartment as well as the ambient air are disinfected. (which allows the elimination of viruses, bacteria and moulds as well as micro-organisms with allergic effect).
- For safety reasons, we do not offer the daily cleaning service.
- For any stay longer than 3 nights, we step in your room after the 3rd night:
 - A cleaning of your apartment is carried out with a change of towels after the third night.
 - We then ask you to air your room and to inform us when you leave your apartment.
 - Change of bed sheets for stays longer than 6 nights.