



Can Massa health, safety and distance protocol – july 2020

This phase contemplates the possibility of accommodating guests in the new conditions established by the health authorities that we detail below:

Hygiene and safety regulations

Staff:

The staff that will take care of the house has been previously trained in order to guarantee maximum safety and hygiene.

Staff will use the mask in any contact with guests.

Reception:

Each person will enter the establishment with their own mask, which can be removed at the room and the dining room.

Staff will also wear a mask when receiving guests and in any relation with them.

The staff will take the body temperature to all people before entering the house. If a person registers more than 37.5 degrees he or she will not be able to enter the house and will be advised on the protocol to follow.

Guests are required to provide documentation to the property prior to check-in.

Payments:

Payments will be made prior to the arrival at the house.

In the event of amounts remaining to be settled in the establishment, they will also be made by telematic systems.

Invoices will be sent by digital systems.

Common areas:

The recommended safety distances must be respected at all times, except between members of the family unit.

It is recommended to wash your hands often with the hydroalcoholic solution available to guests in various spaces of the house.

These spaces must be cleaned and disinfected frequently with products approved by the health authorities and in accordance with the rules of use.

There will be information signs on safety and hygiene measures.

Rooms:

The rooms will be cleaned and disinfected daily from 11 am to 1 pm with products approved by the health authorities and in accordance with the rules of use.

The cleaning staff will not provide service while guests are inside the room.

Each room will have a single bin with lid and pedal that will be emptied daily.

At the time of the change of guests, all clothes will be stored in (plastic) bags that will be closed and sent directly to the laundry.

These clothes will be cleaned at a temperature above 60°.

All complementary material (curtains, rugs, pillows, blankets, trash, dryer ...) will be minimized. In case of need the client will have to request it specifically.

Prior disinfection will be done before putting the clothes clean.

Breakfasts:

Breakfast will be served at the table. There will be no buffet.

The customer will order based on the products available.

Three shifts will be established to respect the safety distance in the dining room: from 8 am to 8.45 am, from 9 am to 9.45 am and from 10 am to 10.45 am.

Between shifts, the dining room will be ventilated and cleaned according to the established protocol.

Action in case of infection:

If someone staying shows symptoms of illness, they will initially be isolated in their room.

061 will then be called and the instructions of the health authorities will be followed.

Once the room is free, it will be completely disinfected, and as a complementary measure it will be left unoccupied for 72 hours.

**Responsible statement in relation to the pandemic situation
generated by Covid-19**

SURNAME AND NAME _____

ID.CARD / PASSPORT _____ PHONE _____

I declare under my responsibility:

That I am aware of the current pandemic context caused by Covid-19 and that I accept the circumstances and risks that this situation may entail during our stay in Can Massa. Likewise, I understand that the establishment is not responsible for the contingencies that may occur in relation to the pandemic during our stay.

That I have been informed and agree to the general prevention measures and the necessary actions during the stay.

That I will inform the establishment of any variation in my state of health and that of the people accompanying me compatible with Covid-19 symptoms during our stay, as well as the appearance of any case of Covid-19 in my family environment .

Finally, that prior to our stay, we meet the following health requirements:

Absence of disease and symptoms compatible with Covid-19 (fever, cough, shortness of breath, malaise, diarrhea ...) or with any other infectious symptoms.

We have not lived with or have maintained close contact with a confirmed Covid-19 positive person or with a person presenting compatible symptoms in the 14 days prior to our stay.

Firm

Date and place