




**Teléfonos: 965400188 / 660061982**   
**Las Palmeras Resort**  
**Partida d' Eula 75 , 03330 – Crevillente, Alicante**  
**B03183845**

The current context, caused by Covid-19, requires us to establish protocols so that your stay in our facilities don't increase the risk of the community infection, such as to establish the necessary rules for the workers.

Please, read carefully this document because it attaches the recommendations to apply from Las Palmeras Resort and to reduce the hygienic requirements risks caused by Covid-19, without prejudice of the effective legislation, and must be complied during your stay in Las Palmeras Resort.

Las Palmeras Resort could terminate the contract if you, as a customer, had disrespect of the rules.

By visiting our installations you accept specifically your fulfilment, such as the security rules, that we will inform you before your arrival.

#### WHAT IS THE COVID-19

As you might know the Covid-19 is an illness produced by Coronavirus SARs-Cov-2, a virus detected for the first time in December 2019. The most common symptoms this illness can cause are: fever, cough and a feeling of lack of air. Other symptoms can include: Fatigue, pain, runny nose, sore throat, headache, diarrhoea, loss of smell and taste.

#### WE TAKE CARE ABOUT YOU AND THEIR OWN

Our concern is to minimize the risk of the infection, and for that we have established necessary protection rules, for yourself and your loved ones as well as for the workers in Las Palmeras Resort.

For the preparation of this document we have included the defined guideline from the department of Health of Spanish as well as from the ICTE ( Quality Tourism Spanish Institute ) in order to offer the best practices in our service, installations and with the staff to address to the virus.

Human resources and equipment ( personal protective equipments, masks, security gloves, hygienic gel, panel screen ) have been assigned, in addition to action protocols plan in case any worker or customer shows any symptoms consistent with Covid-19.

## WHAT YOU MUST BEAR IN MIND DURING YOUR STAY

First of all, please, respect and comply the indications exposed in the advertising distributed in our installations and follow the instructions.

In order to avoid you moving to the reception and sometimes waiting for service, follow these instructions:

If your emplacement is a plot, you checked in and payed your stay previously to the day of your arrival, you must send a message of WhatsApp 660.061.982 writing your booking or customer number and we will write you back with the number of plot and situation. If you wish you can call us by this telephone number: 96.540.01.88.

Those telephones can be used if you need some information, Medical Center, Bus Timetible, larger stay, maintenance service, ....

If you arrive to the Las Palmeras Resort and either you didn't book or your booking is a bungalow, hotel room, plot, rural house or apartment then only one person should go to reception and get your key, control TV, control air conditioning ( it will be disinfected previously ) and bring other people's documentation.

If the receptionists are occupied, please, wait your turn and comply with the two-metre safe distance recommended from the WHO.

As far as possible, please, pay us with Contactless Card. The Card will not be touched by the receptionist. The payment terminal will be disinfected after using it.

To ensure your safety we have removed from reception all information leaflets. If you are interested in some information, you can request at reception.

### WHAT PREVENTIVE MEASURES YOU HAVE TO TAKE FOR PREVENTING CONTAGIONS:

- Avoid physical greetings
- Respect the capacity.
- Avoid touching your own mouth, nose or eyes in public places.
- Use your arm to protect when you sneeze.
- Throw your undone of personal hygienic away immediately in the bins.
- Wash your hands carefully frequently, specially when you sneeze, cough or when you touch surfaces.
- Use the dispensers of alcoholic dissolution. You can see them in different places in Las Palmeras Resort.
- Respect the security distance ( 2 metres ).
- We recommend the use of special shoes for the showers.
- In the toilets, showers,..please, wait for your turn and respect the security distance.

## ON OUR PART

As we indicated before, we are applying the rules from relevant agencies and our workers ( depending his workstation) provide inter alia of:

- Specific training founded on: Use of equipment, use of cleaning and disinfecting products, and preventive maintenance plan.
- Equipment: Masks, gloves, gels and protection screen.

**WE WISH YOU A HAPPY STAY AND WE WILL BE PLEASED TO HELP YOU IN ALL YOU NEED.**

