



COVID-19 Safety and Hygiene Protocol

Santiago de Compostela, June 23, 2020

Your safety and welfare come first

Inferniño Apartments wants you to travel again and enjoy a well-deserved rest away from home.

That is why we have maximised safety and hygiene measures in all our apartments.

We want you to feel safe in our apartments, to travel again with the same confidence you had before. Although some things have changed, Inferniño Apartments is working to ensure that our clients' experience continues to be as satisfactory as ever.

In addition to fulfilling the usual hygiene measures and public health advice, in line with expert advice in the prevention and treatment of virus infections, we have organised a "Crisis Management Team."

1. Employees and collaborators:

- We have reinforced safety and hygiene measures in all work areas, as well as in common spaces. All work areas accessed by our staff are disinfected after every shift.
- The use of masks and gloves is compulsory, and hygiene barriers have been installed in work areas that are open to the public, as well as in the most critical areas.
- The staff's temperature is taken before every shift

2. Reception area:

- If possible and especially during the initial period, remote check-in and check-out will be used to avoid any direct contact.
 - A few days before their arrival, clients will receive the necessary instructions for their stay.
 - They will pay by credit card or bank transfer.
 - If remote check-in is not possible, our staff will remain at a safe distance from the client, and hydroalcoholic gel and masks will be available at the reception desk.
- Payment with bank cards or other electronic means will be prioritised as far as possible.
- The use of paper elements will be reduced, although they will be available at the client's request.
- All clients will have their temperature taken with an optical thermometer at check-in.
- All surfaces will be frequently cleaned and disinfected using special products.
- All room cards will be disinfected after each use.
- Our reception team has the telephone numbers of local healthcare services in case any guests are in need of such.
- In order to protect the health of our employees and other guests, the reception desk has a client protocol that is implemented if any guest is thought to have some kind of medical need, especially if an infectious virus disease is detected.



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3. Common spaces (interiors and exteriors):

- Cleaning and hygiene measures will be maximised every day in all common areas, both inside and outside
- Social distancing rules will be applied in all spaces, with a limited number of guests being allowed in each case.

4. Apartments:

- We have maximised the cleaning protocols applied to rooms and apartments after being used by any guest, following the recommendations of the WHO and health authorities, especially in the case of elements with the greatest risk of infection, such as furniture surfaces, remote controls, door handles, toilets, switches, etc, which will be cleaned using products approved by health authorities.
- Dishes will be washed as thoroughly as possible to avoid the risk of infection, for both the cleaning staff and future clients
- If clients prefer, they can ask for the dishes in their room to be replaced by disposable plastic cups and cutlery, etc (an additional fee may apply).
- Strict protocols have been established with cleaning and laundry companies in order to guarantee a health barrier. The clothes-collection protocol defines an itinerary for transporting dirty clothes from the point of origin to the laundry, specifically establishing the circuit in order to avoid, as far as possible, any cross contamination between dirty and clean clothes.
- Our cleaning staff have been thoroughly trained in prevention protocols and are equipped with personal protective equipment in order to guarantee their safety.
- Extra bed linen will be eliminated (blankets, pillows, etc) and clothes hangers in rooms will be duly disinfected.
- The use of paper elements has been minimised in rooms to avoid risk of infection.
- Non-essential decorative elements have been removed from rooms to avoid risk of infection.
- Rooms are aired during cleaning.

Signed by the Inferniño Apartments management:



**PANORÁMICA
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