

# EXCEPTIONAL RULES OF COEXISTENCE AND USE OF THE FACILITIES OF THE HOTEL PRINCIPAL IN RELATION TO THE COVID 19

## Introduction

The purpose of this document is to regulate the EXCEPTIONAL RULES OF COEXISTENCE AND USE OF THE HOTEL PRINCIPAL FACILITIES due to the crisis we have experienced due to COVID19.

Making the reservation at the HOTEL PRINCIPAL implies full and unreserved acceptance and the validity of each one of the following rules:

### 1. In COMMON SPACES of the HOTEL

There are, by sanitary order, capacity limits in each of the Hotel's common spaces.

#### • **Restaurant: (breakfasts, lunches and dinners):**

- the limitation will be 50% of the dining room capacity. This limit will also be conditioned by the number of tables, in which the maximum number of occupants (families or groups of friends) will be 10 people.
- To guarantee that the capacity is not exceeded, dining room shifts are established. Each guest will be assigned a time slot upon arrival at the hotel.

• **Bar/Cafeteria:** the maximum capacity will be 50%. The tables will be arranged so that there is a distance of 2 meters between them. The pool terrace will be available for a maximum of 100 people.

• **Pool:** distances of two meters between guests who do not belong to the same accommodation unit.

• **Gym:** it can be accessed individually or in any case by members of the same accommodation unit. Access will always be on request.

• **Video Game Room:** it can be accessed individually or in any case by members of the same accommodation unit. Access will always be on request.

• **Elevators:** A maximum of two people can access each elevator. The use of a mask will be necessary if you do not belong to the same family or housing unit.

- **The hot water, spa and heated pool areas will be closed to the public until new order.**

The use of soap and / or hand sanitizer will be mandatory to access the common use areas. Guests will have hydroalcoholic gel dispensers at the accesses to the facilities.

## **2. In REDUCED SPACES of the HOTEL**

In all those small spaces that have not been mentioned above, (elevator halls, common toilets, sanitary blocks, pool showers, and other common waiting areas ...), respect for distance regulations should be required, especially in the customer service points or in restaurant service areas.

The use of masks will be mandatory in all spaces and situations in which the distance of 2 meters is not possible (access to the dining room, reception, use of toilets ...)

## **3. In SPECIAL SITUATIONS of the HOTEL**

The mandatory use of masks is established for all guests in those situations in which social distance of 2 m cannot be maintained. (Simultaneous use of elevators or other small spaces with other people outside the living unit, for example).

## **4. In the BUFET / RESTAURANT**

We want to offer you a different gastronomic offer, which provides you with an experience full of flavor and surprise. The buffet, as we knew it until now, disappears to make way for a wide gastronomic selection with service assisted by our room staff.

## **5. ROOM CLEANING**

Cleaning and disinfection measures in common areas and rooms are extreme, by health law and by vocation of our Hotel. A complete 360º disinfection will be carried out in each room prior to the arrival of the guests.

The accessory and decorative objects disappear, we remove the rugs, cushions, folders, pens, empty the minibar, and minimize the objects with which the guest may have contact. It is about eliminating risks and offering the greatest possible security.

Steam and disinfectant products are our allies. For the complete safety of guests.

## 6. PROTOCOL OF ACTION WHEN THE APPEARANCE OF SYMPTOMS ASSOCIATED WITH COVID 19

The HOTEL PRINCIPAL, in collaboration with the Ministry of Health, has established a strict and detailed protocol for prevention and action in the event of detecting a contagion, so that potential patients are transferred to the reference medical centres

Therefore, if a client of the Hotel Principal suffers symptoms during his stay at the hotel, such as fever, dry cough, feeling of shortness of breath, he should stay in his room and report his situation to the hotel reception.

You are informed that the Region of Valencia Government through "Turisme Comunitat Valenciana" has made available some hotels that will be at the disposal of those clients who have to remain in mandatory isolation if they test positive for Covid19 and cannot move to their usual residence. The cost of these accommodation will be free of charge unless you have contracted an insurance that covers this contingency. As a client, you accept the transfer if necessary due to your clinical situation or that of any of your companions.

## 7. FULL AND UNRESERVED ACCEPTANCE OF THE EXCEPTIONAL RULES OF COEXISTENCE AND USE OF THE FACILITIES OF THE HOTEL PRINCIPAL IN RELATION TO THE COVID 19

I, *(name and surname)* \_\_\_\_\_ with the identity card / Passport nº \_\_\_\_\_ and the guests of my booking are aware of the EXCEPTIONAL RULES OF COEXISTENCE AND USE OF THE FACILITIES OF THE HOTEL PRINCIPAL IN RELATION TO THE COVID 19 and we provide our FULL AND UNRESERVED ACCEPTANCE to each one of the rules.

Date:

\_\_\_\_\_

Signature of the customer

This statement is intended to inform our visitors and users of the personal data protection policy followed by PRINCIPAL HOTELES DEL MEDITERRANEO, S.L. in accordance with Regulation (EU) 2016/679 regarding the protection of persons with respect to the General Data Protection Regulation or "GDPR".

WHO IS RESPONSIBLE FOR THE PROCESSING OF YOUR DATA? PRINCIPAL HOTELES DEL MEDITERRANEO SL (hereinafter Hotel Principal), a hotel in Gandia, with address at C / Clot de la Mota, 38. 46730 Playa de Gandia, with FISCAL CODE: B-96765581 and Telephone + 34 96 284 65 66. The email to contact for everything related to your personal data is [marketing@principalhoteles.com](mailto:marketing@principalhoteles.com). You have the right to obtain confirmation about whether or not we are processing personal information about you at the Hotel Principal. You also have the right to access your personal data, as well as to request the rectification of inaccurate data or, where appropriate, request its deletion when, among other reasons, the data is no longer necessary for the purposes that were collected. You can access the personal data protection policy followed by PRINCIPAL HOTELES DEL MEDITERRANEO, S.L. at [www.principalhoteles.com/en/privacidad.html](http://www.principalhoteles.com/en/privacidad.html)