

At Loar Ferreries we would like to inform you that after these recent months of uncertainty caused by the Covid-19 outbreak, we are ready to welcome you back with all the necessary safety measures in place.

Following the recommendations contained in the document "***Measures to reduce the contagion of the SARS-CoV-2 coronavirus for hotels and tourist apartments***", issued by the Spanish Institute for Tourism Quality (ICTE in its Spanish initials) and endorsed by the Ministry of Health, **Loar Ferreries** has drawn up a Contingency Plan listing the specific measures to be adopted to reduce the risk of contagion by COVID-19 and guarantee the safety of our employees, customers and suppliers.

Together with our Occupational Risks company (Imhotep) and our laboratory (Pimelab), we are ensuring a thorough control of registries and analyses so that everything is perfect when you arrive.

We have taken the following steps:

Personnel and general

- A thorough disinfection and cleaning has been carried out before opening.
- We carry out our work with personal protective equipment (PPE) for our safety and that of our customers.
- Our employees are trained and prepared to be able to offer a safe stay in accordance with the new protocols.
- Constant monitoring of the state of health of all hotel staff.
- The Safety Manager will ensure compliance with the measures taken and will be available to assist and answer any queries from the customers.
- Throughout the hotel you will find signs indicating the standards to be followed.

Reception

- Capacity control in the reception area to prevent crowds from forming.
- Payment by card or other electronic means will be encouraged, refraining, as far as possible, from the use of cash. This is also the preferred method to pay for the room.
- The hotel will ensure that safe distances are maintained between guests in the reception area.
- Indicators have been placed in the reception area to ensure compliance with the safe separation distance criteria.
- Thorough disinfection using approved products in the reception area as well as of the elements which are used on a daily basis.
- Installation of protective screens for the safety of our employees and guests.
- Gel dispenser for customer use.

Lifts

- Unless masks are used, a rule of not sharing the lift with people from different family units shall apply.

Restaurant and Bar

- Occupancy control
- We have reduced the number of tables and they all have a safe distance of 2 metres between them.
- The tables will be set up when they are going to be used and disinfected after use.
- We have disinfectant gel available.
- We have table mats containing the restaurant's menu and also the option of downloading it with a QR code.
- From 10 pm onwards patrons will not be able to sit or stand at the bar.
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Kitchen

- The criteria defined in the HACCP system updated in accordance with the COVID-19 situation shall be applied.
- The establishment must refer to the "Measures to reduce the contagion of the SARS-CoV-2 coronavirus for hotels and tourist apartments" protocol (ICTE, 2020).

Swimming pool

- The capacity of the pool area will be controlled.
- The hammocks and furniture will be rearranged to guarantee that safe distances are maintained in the swimming pool area.
- Disinfection of deck chairs and sun loungers

Rooms

- New protocol for collecting and washing linen following all the health recommendations.
- All stationery and paper publications usually contained in the room (magazines and brochures) will be removed in order to reduce contact surfaces.
- We have reduced the number of decorative and seldom used items in the rooms.
- We'll clean your room while you are out.
- Cleaning and disinfection protocols have been reviewed and reinforced, with special attention to the most commonly used surfaces.