



## Health & Safety measures Covid-19



The **Safety & Security of our guests** and team members remains our main focus. We are doing everything we can to ensure your safe stay. Therefore, we have extended and restructured our spacious areas to feature the highest standards in health and hygiene as this has always been part of our philosophy, so meanwhile you can enjoy your well-deserved holidays.

In order to protect you and guarantee a **safe and comfortable environment**, rest assured that we are doing everything we can to safeguard you. Our **dedicated employees are what make Ibiza Gran Hotel your home away from home**, therefore on arrival, you will see the same familiar faces in our property as always. Our dedicated team has been busy preparing the hotel according to the health authorities recommendations to welcome you back to the island, whilst adhering the new protocols on cleanliness and social distancing which ensure our safety standards are achieved and upheld.

Having spent most of your precious time with your families during lockdown, now it is time to keep moving forward **and together build the new normal**. For more than a decade we have been reshaping and perfecting the hotel experience in Ibiza by offering exceptional service. Despite of the global situation, we are eager to open our doors again to our loyal guests. Ultimately, we are here to support you and our **Reservations team remain at your entire disposal to answer all your questions and help you in the best possible way to manage your current booking**.

Covid - 13/07

# Health & Safety measures

Ibiza Gran Hotel has developed a program that introduces a new standard of cleanliness and disinfection to ensure our guests enjoy throughout hotel facilities.



## Social distancing

The most spectacular breakfast of the island will be served every morning applying the required social distancing measures between tables and guests within each other. Pool Restaurant timeless lunches will make your day while sunbathing poolside in the privacy of your Balinese bed. Awarded fine-dining restaurant La Gaia by Óscar Molina has updated the space so you can celebrate life with your beloved ones in safety.

**We recommended guests maintain 1.5m distance in between hotel staff and other guests not travelling with them** to minimize the risk, limiting face to face contact with others as the best way to protect ourselves. The hotel has arranged public areas to ensure social distancing is adhered at all times. Safety signage will serve as a reminder to maintain a safe distance at all times. Floor markers and signals will be installed throughout the hotel to indicate maximum occupancy to promote physical distancing. 1.5 metre physical distancing will be observed in all public areas as required by local regulations.



## Cleaning & sanitation

From the very first moment entering the lobby, **you will find a disinfectant mat to sanitise footwear**, continue doing a **contactless check-in** meanwhile **your luggage will be safely and professionally sanitised** before being delivered to your suite.

All surfaces and touch points are deeply cleansed and sanitised in line with strict cleaning protocols and rigorous disinfection procedures. Following Spanish Ministry of Health guidelines, we have **increased the cleaning frequency with a focus on high-touch surfaces in common-areas**, including lobby, corridors, elevators, door handles, bathrooms and seating areas. **Masks, gloves and hand sanitisers will be made available in reception and guest suites.**

Our team will wear masks and face shields if necessary whilst performing their duties. **Guests are required to wear masks that cover their nose and mouth** during their transit through hotel common areas.

**In all suites there will be a sanitary kit with mask**, gloves and a hand sanitizer to use during your stay. Lamps, remote control, handles, knobs, bed & bedding, tables, desk, nightstands, TV and telephone will be disinfected and meticulously sanitised by our dedicated housekeeping members, using certified products and the suite will be sealed after each departure. Stationary, magazines, minibar items and hotel collateral will be removed for your safety. Bed linen will be washed daily at high temperatures.



## Guests

- Guests are required to wear a mask in both exterior and interior spaces, except in the areas by the pool, as the actual legislation requires.
- A disinfectant mat is placed at the hotel entrance to clean and sanitise footwear before entering the main lobby.
- A protective screen is placed at the front desk to ensure social distancing between guests and employees.
- For all pre-booked guests, we will require documentation in advanced to avoid contact upon arrival and reduce the check-in process time.
- We recommend contactless payments instead of cash.
- Your luggage will be disinfected upon arrival.
- Front desk employees will inform you with specific preventative measures and recommendations that will apply during your stay.
- Safety amenities including hand sanitising gels and masks will be available at reception and public areas.



## Suites

- A seal of cleanliness will indicate that the suite has undergone a strict process of cleaning and disinfection on your arrival.
- Each suite will go through a 24 hrs “resting period” and deep cleaning process before your arrival whenever possible.
- All frequently used items will have been disinfected according to strict cleaning protocols and a rigorous sanitisation process.
- Housekeeping staff wear masks, gloves and sanitised uniforms at all times.
- Suites have a special Health & Safety amenity kit available, including face masks, gloves, and sanitizer gel.
- Personal-use linens are changed every day of your stay, including sheets, pillowcases and towels.
- In-room dining and a *À la carte* minibar will be serviced upon request by our trained staff.
- Courtesy water, welcome amenities and deliveries have been sanitised.
- Air conditioning filters replacement and system cleaning has been increased.
- Cleaning will always be done when the guests is out of the room.
- Laundry services undergo high temperature washing to avoid contamination.



## Gastronomy

- Rope dividers are placed to maintain safe entrance, control the number of guests entering and within the waiting areas at any given time.
- Our restaurants are fully and carefully sanitised before each service.
- Our hostess will arrange the seating in our restaurants with a maximum 75% limited capacity.
- Floorplans and seating capacities are adjusted to be compliant with safe distancing of 1.5 metre.
- Guests are required to wear face masks while they are not consuming.
- The Breakfast buffet service is updated to minimize guest handling food.
- A protective panel is placed between guests and buffet dishes.
- Our bufetiers will gladly serve you at the buffet counters.
- Guests are encouraged to book in advance in La Gaia by Óscar Molina.  
Opening times: Tuesday to Saturday, 20.00-23.00 hrs.
- Digital menus via QR codes will be offered in every F&B outlet aswell as a physical alternative. where possible.
- Contactless payment options will be made available.
- We will continue to adjust food and beverage services in accordance with current food & safety recommendations.





## Spa & Outdoor Pools

- Guests are required to wear face masks except in the Open Aqua circuit and for specific therapies.
- Open Spa and Outdoor Pool capacities will be limited and updated based on Government recommendations.
- Disinfectant mats are placed at both Open Spa entrances to clean and sanitise footwear, before entering the spa facilities.
- A protective screen is placed at the Open Spa reception to ensure social distancing between the spa clients and employees.
- Open Spa therapists will use a face mask for all body treatments and massages. In addition, FFP2 masks and face shields will be used for extra safety during facial treatments.
- Open Beauty members will use a face mask and gloves for all services, including manicures and pedicures. Capacity limited to 8 people max.
- Gym equipment and accessories are cleaned and sanitized by staff after each use. Capacity limited to 6 people.
- The elevator can only be used by 1 person at a time.
- Hand sanitising gels and masks will be available at Open Spa reception, fitness centre and treatment rooms.
- Open Spa treatments, Gym and Open Aqua entrance will only be available prior reservation.
- Alternative dressing room lockers are closed to maintain social distancing between clients.
- Outdoor pool attendants will indicate the sunbeds and balinese beds available for each guest, which will be disinfected after each use and separated by 1.5 metre.



## Staff

- Our teams are constantly trained and updated with new sanitising and preventative measures.
- Staff members will be wearing new face masks and sanitized uniforms every day.
- All employees practice safe social distancing of 1.5 metre.
- Protective screens are installed in the front desk, Open Spa reception and breakfast stations.
- Face shield and gloves will be used when necessary.
- All these precautions are updated in line with the latest guidance from health authorities.



## Public areas

- We ask that our guests wear masks and maintain 1.5 metre distance from others while in common areas at the hotel.
- Signage, queue ropes and markings are installed across the lobby, breakfast area, pools, La Gaia restaurant and Open Spa to maintain social distancing.
- Elevators are limited to two people who are rooming together, however, we do recommend using the stairs.
- Elevator buttons and all surfaces will be cleaned regularly and rigorously.
- Hand sanitizer dispensers and face masks will be available at entrances and reception.
- Our facilities have even stricter cleaning protocols than usual to comply with current sanitary protocols.
- We have increased the frequency of sanitisation with a focus on high-frequent and high-touch areas such as reception, welcome lounges, waiting areas, restaurants, spa and washrooms.
- Our areas are mostly open-air spaces, allowing for plenty of fresh air and sunshine.
- Indoor public spaces are opened up and aired out several times each day, in order to allow more fresh air into the space.



The above document represents a sample of the new Health & Safety measures being implemented. This list is intended to offer an overview of how Ibiza Gran Hotel is working to safeguard the health and wellbeing of its guests and employees. All standards will be reviewed regularly following recommendations of international bodies such as the WHO, Spanish Government and local health guidelines.