



We continue taking care of you, you are our priority.

At **Hotel Empordà** we like to take care of you and we always think of the best for you. We want you to feel at home and that is why, now more than ever, your health is the most important thing.

Safety and hygiene in our facilities has always been a priority for us, but now more than ever we are taking all measures to ensure that traveling remains a safe experience.

We have implemented our Empordà COVID FREE protocol, which includes the redesign of the cleaning and hygiene processes to protect, care for and guarantee the safety of everyone, both clients and our staff. This rigorous and exhaustive protocol has already been successfully tested in our 2 Hotels and 5 restaurants www.empordacollection.com

All the protocols and **safety and hygiene measures** designed follow the recommendations of WHO and have been developed in alliance with **Quirón Prevención**, a leading international company in food safety, hygiene and health, in order to ensure the best implementation of the measures and thus providing all guarantees and maximum confidence to our customers.

In addition, to ensure optimum efficiency in cleaning processes, all our employees have received specific training from www.diverse.com, the international leader in cleaning and disinfection procedures (**ISO 9001 and ISO 14001**).

At all times and in case you have been related to someone infected with Covid19, have, have had symptoms or have tested positive for PCR, we would appreciate it if you would let us know so that we can take appropriate measures.

01. Rooms

Our usual comfort with maximum security.



We increase the disinfection of rooms as well as the frequency of cleaning in public areas every 45 minutes (including door knobs, faucets, switches, elevator buttons and any other surface or object that is within everyone's reach).



All room keys will be disinfected and sterilized before use.



Use of disinfectants and products with virucidal effect by www.diverse.com specific for cleaning all surfaces in the room.



Room ventilation will be maximized.



The rotation of rooms will be increased so that at least 2 hours elapse between the stay of one client and another.



Cleaning or maintenance services will be carried out when the client is outside the room.



Decorative items, curtains, pleids, throw pillows, rugs, and stationery will be removed in rooms. All the textile material will be washed at 60°.



All the blankets and pillows in the wardrobes will be protected.



Only water tetrabrick will be available in our minibars, the rest will be available on request in Room Service.



Breakfasts will be offered in the room or in the restaurant (terrace in summer) with “à la carte” breakfast service.

02. Hotel – Common Zone



Our usual experience with full confidence.



All clients will have hydroalcoholic gel at their disposal in all the common areas of the hotel (reception, waiting areas, elevator entrance, restaurants, bars, event rooms, etc ...)



At the main entrance of the Hotel and pool you will have at your disposal a cleaner to disinfect your shoes and a dispenser of hydroalcoholic gel.



Modification of receptions with EPIS and signage on the ground to ensure compliance with the safety distance.



The maximum capacity of the elevators will be adapted to guarantee the safety distance.



Temporary removal of furniture and decorative objects that prevent compliance with the minimum distances.



Customers who request it will have at their disposal glove kits, mask and thermometer.



Wash of all glassware and tableware (glasses, cups, etc.) at high temperatura in the dishwasher machine.



All cleaning products comply with the sanitary guarantees against the virus. We have all the technical sheets of the products used on www.diversesey.com



The capacity in the common areas will be reduced to avoid crowds (breakfasts and restaurants).



For the fitness, swimming pool, jacuzzi, spa, tennis, squash and sauna it is necessary to make a prior reservation.



We recommend the use electronic methods to make any payment through a credit or debit card to minimize contact.



Check in online from home with confirmation of arrival time at the Hotel to avoid waiting at the counter. Express check-out contactless available.



Our teams receive continuous training to apply and update security measures.



For the realization of events and the use of meeting rooms, the distancing and protection measures of the attendees, as well as the catering services, will be respected at all times.



- We give preference to people over 65.



03. Restaurants and Bars



- Points of hydroalcoholic gel in all entrances to restaurants and bars.



- Limited capacity in restaurants and bars. Book in advance.



- Establishment of a minimum distance of 2 meters between tables indoors and on terraces.



- Cleaning of household items, menus and facilities with disinfectant products at the end of each service.



- Prioritization of table service and show cooking.



- Staff endowed with PPE.

04. We continue taking care of every detail of your trip with the usual smile



We apply all the measures and recommendations of the health authorities, adding our own measures to protect customers, suppliers and employees. Furthermore, all our employees receive constant training to guarantee the correct application of the measures established in the cleaning, disinfection and safety protocols.

05. Frequent questions



¿Is it safe to stay at Hotel Empordà?

We have reinforced all the cleaning and disinfection protocols in rooms and common areas of our establishments according to the recommendations of the health authorities, but we have also added our own measures.

All our team and suppliers receive permanent training and we carry out periodic audits to guarantee your safety. We have been able to verify the effectiveness of our protocols to prevent the risk of contagion, during the pre-opening phase.

¿How do our Hotels and Restaurants guarantee the cleanliness of their facilities?

Your safety is our priority and that is why we have increased the frequency of cleaning and disinfection of regular contact surfaces, as well as ventilation to ensure your safety. In all our receptions, EPIS and signaling have been installed to guarantee the distance between people and hydroalcoholic gel dispensers have been installed throughout the Hotel. We have masks, gloves and thermometers for those clients who request it.



These additional measures and protocols have already been tested. In addition, our entire team receives daily training on security measures.

¿What happens if the hotel remains closed?

You can choose to receive a full refund, canceling 24 hours before the supposed arrival at the Hotel or a voucher redeemable until June 2021.

¿What happens if the hotel is open, but I cannot make my trip due to force majeure?

Do not worry, we are at your disposal to help you. Do not hesitate to write to the hotel so that we can review your reservation. We are aware that we are in an extraordinary situation and that there are external causes that may affect your travel plans.

¿Can I make my reservation now and cancel later at no additional cost?

Yes! Remember that our Flexible Rates from our website / email allow you to cancel your reservation free of charge up to 24 hours before arrival.

¿When do they open?

The reopening date is June 19, 2020 if the country's authorities allow it

Check availability by clicking www.hotelemporda.com

In all cases, the reopening dates may be affected by reasons of force majeure.