



Sport Hotel Hermitage & Spa



COVID - 19 MEASUREMENTS



01. **SANITARY SAFETY & HYGIENE MEASURES**



To protect your health and all hotel clients, as well as that of our workers and suppliers, we have implemented new, more demanding protocols in terms of health and hygiene, following and applying the recommendations of the Andorra Government, which has recently ordered the obligatory use of the mask on public roads and in the open spaces of the Principality.

Likewise, through The Leading Hotels of the World, we are implementing the GBAC STAR[™] certificate, to also incorporate the procedures / protocols to be followed by this luxury hotel consortium of which we are part. Among the measures we have applied, you can find the following:

IN THE HOTEL SERVICES

- Installation of **disinfecting rugs** at the entrances of the Sport Hotel Hermitage & Spa 5*, the Hermitage Mountain Residences and the Sport Wellness Mountain Spa.
- Placement of **hydro-alcoholic gel dispensers** in common use areas and at all entrances of restaurants, accommodation, Spa ...
- More **exhaustive and constant cleaning** with disinfectant products at all customer contact points (door knobs, pens, table surfaces, handrails, elevator buttons ...), interior of empty rooms and common areas (Sport Wellness Mountain Spa, activity areas, restaurants, public toilets ...), following a daily cleaning record.
- **Increased ventilation** in common areas and rooms.
- **Cleaning of towels, sheets ... at more than 60°C**
- **Room assignment with a minimum of 24 hours** between the departure of one client and the entry of the next, who receives their keys and their room completely disinfected, with special emphasis on everything that the previous client may have touched with their hands.
- **Check out with pre invoice the night before**, to speed up the departure, prioritizing the payment by card that, after payment, is disinfected together with the terminals of the point of sale.
- **More digitization** so that you can consult the restaurants' menu through a QR code and an app through which you can book a table in restaurants, SPA treatments and activities, as well as know the Resort's hours and services
- **Free access to the PressReader** service to consult a wide variety of national and international press from your mobile device, as all the magazines, books and newspapers distributed by the Resort are removed.
- **Previous reservation recommendation** for breakfast, restaurants, activities, Kids Club, Sport Wellness Mountain Spa and hairdresser, to ensure adequate seating.
- **Respect for the recommended minimum distance** of one and a half meters, in reception, restaurant tables...
- There is **no valet or escort service** to the rooms, but we can help you carry the bags with a previous and subsequent cleaning of the handles.

IN THE HOTEL FACILITIES

01.

In restaurants, the customer must wait to be accompanied, enter with a mask –which can be removed once they are seated at the table–, they have an “à la carte breakfast service” and an assisted and served buffet and cannot stay standing or sitting at the bar.

Only the outdoor **Kids Club** area, located in the pool, remains open (as long as the weather permits) where the staff wear a mask, invite children to wash frequently their hands and disinfect every day facilities and toys.

At the **Sport Wellness Mountain Spa**, the daily disinfection system for swimming pool water is maintained and cleaning of changing rooms, lockers and bathrooms is increased. Priority is given to the use of the lockers and changing rooms by non-hosted clients. Treatments in disinfected and ventilated booths and incorporation of a client are hand and foot cleaning protocol with essential oil with antiseptic properties. Sending the contraindication sheet to the interested e-mail, replacing the water sources with bottles and removing fruit and headphones in the Gym, which has hydro-alcoholic gel and single-use paper so that the user can clean handles, rugs and all appliances you will be using.



FOR HOTEL GUESTS 01.



They have a **safety kit** in the bathroom amenities, with a mask, gloves and hydro-alcoholic gel.



They have **protective equipment** in different common areas of the Resort.

FOR HOTEL STAFF

- Installation of **disinfecting rugs** at the staff entrance
- **Training for all workers** - who have had to pass the immunological test - on protection and action against Covid-19, as well as the established safety and hygiene protocols, to inform customers who request
- **Internal registration and monitoring**, by a staff with the support of the management team and a special committee, of all safety and hygiene protocols in rooms, common rooms, kitchen, room service, restaurants ...
- **Use of a mask and gloves** (and clean booties in the rooms) by all the hotel staff, who don their uniforms and shoes when they arrive at the Resort, where they disinfect their hands before and after their workday
- **Spa therapists** wear masks and a single-use gown in all treatments
- Personnel, materials and merchandise from **suppliers are disinfected** before entering our establishments



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TELEPHONE NUMBERS FOR RESERVATIONS

Restaurants & breakfast | Reception. Extension 9

Kids Club | Reception. Extension 9

Activities | Reception. Extension 9

Sport Wellness Mountain Spa Andorra | Spa reception Ext. 5020
