



COVID-19 PREVENTIVE MEASURES

Hotel Cisneros

Staff Organization

- All the Staff in the Hotel are provided with a protection and disinfection equipment, following the legal regulation issued by Health Ministry and our Risk Prevention Company.

Informative Measures

- Our Guests are fully informed with the measures that affect directly to their stay in the Hotel (use of mask, hands wash, safety distance, etc.)
- In the Hotel, posters have been set with the preventive measures protocol and the steps every Guest has to follow: indication and marking of position respecting safety distance at the Front Desk, Restaurant Access and other common spaces. Information about close ambulatories and Hospitals is also provided.

Reception and Welcome services

- The maximum capacity in the Reception area is determined and all needed standards are set in order to guarantee the safety distances. Screens have been placed separating spaces between Guests and Staff.
- Hydroalcoholic Gel has been set at the Hotel entrance, Lifts Access, Reception and Cafeteria Access.
- Credit card or electronical payments are recommended to our Guests. We disinfect TPV after each use.
- Room and Garage Keys are always disinfected after each use, when they are kept at the Front Desk and when they are given to the Guest.
- There is a contactless thermometer available to check temperature, in case a Guest shows Covid-19 symptoms.

Cafeteria and Restaurant

- As a general measure, Guest intervention has been reduced. The Guest is directly attended and individually served by Cafeteria Staff, individual plates and single doses, everything conveniently disinfected.
- Common elements have been removed (vinegar and oil can, saltshaker, beverage machine, sugar...) and especially decorative elements.
- Room Service is not available.
- A protocol for waste removal has been defined and the information is given to the Guest.

Rooms

- Textiles have been reduced, including carpets in the room and decorative objects. Bin in the bath has lid and non-manual opening.
- Blankets and pillows in the wardrobe are disinfected and hermetically bagged.
- Hairdryer is also disinfected (including filter), and hangers when the Guest leaves the room.
- We change and disinfect all the elements the Guest has used (sheets, towels...)
- The room is disinfected with special products against Covid-19.

Common Areas

- Special attention when cleaning and disinfecting Common Areas.
- Hydroalcoholic solution is provided, specially in those areas that Guests use intensively.
- Common bathrooms are equipped with handdryer.
- Bins have non-manual opening.
- The use of mask is compulsory in all the Hotel.

Lifts

- Maximum capacity is determined. It is not allowed to share the lift if you are not from the same family.

Cleaning Protocol

- We have increased the cleaning frequency, specially in common areas: corridors, stairs, bathrooms, reception, etc.
- Daily air circulation in common areas.
- Use of cleaning disinfecting products recommended and tested by HealthMinistry.
- Cleaning trolleys are disinfected everyday.
- In the rooms, air circulation is specifically required, as well as change of towels and sheets, attending to the frequency established.
- Our Staff is aware of carefully cleaning: floors, mirrors, windows, furniture, decorative elements..., always using products against Covid-19, cleaning products recommended and tested by Health Ministry.
- Minibar is not available in the room.

All these measures have been established following HealthMinistry and Comunidad de Madrid legal regulation and our Risk Prevention Company.