



MedPlaya Commitment to Cleanliness & Care

The health and safety of our customers and staff have always been of the utmost importance to MedPlaya.

Given the Covid-19 crisis they are even more important. This document details the plans and procedures MedPlaya are putting in place for the reopening of our hotels.

MedPlaya has developed these plans alongside expert consultants, local authorities and following the advice and recommendations of Spanish Hotelier Associations and ABTA UK.

General Hotel Procedures

- Gel dispensers will be available in all public areas and the various staff departments within the hotels.
- Constant cleaning and disinfection of all public areas indoor and outdoor.
- Clear signage advising of the need for social distance, with the required distance marked out in certain areas.
- Information for customers and staff to be available regarding the importance of hand washing, social distancing and respecting the stipulated capacities of public areas within the hotel.
- Capacity levels for all public areas will be stipulated by the Spanish Government and MedPlaya will ensure they are strictly followed.
- Hotel lifts – only one room or family unit at a time to use the lift.
- Hotel bedrooms on lower floors will be used as a priority according to availability.
- All tables and seating within hotel restaurants and bars will be for four people maximum for every 10 square metres.
- Payment by credit card available and recommended for all hotel services.
- Digital information regarding procedures and Med Playa's commitment to Cleanliness & Care will be available to all hotel guests.
- Reception will have available information regarding nearest medical centre, pharmacy and medical emergency services.
- Reception- Social distance will be maintained at all times and all staff will wear any necessary PPE.
We will activate as soon as possible self-check in procedures and contactless payment devices.
- Swimming Pools- the number of sunbeds available at our pool terraces will be set according to the required capacity and maintaining social distancing requirements.
- Games Room – Social distancing requirements will be followed along with the required capacity of 4 people per 10 square metres.
- Daytime Entertainment – no large group activities will take place and all activities to be non-contact.
- Evening Entertainment – Outdoor shows only. Seating for evening entertainment will be limited and in line with capacity requirements. A clear distance will be marked between entertainers and hotel guest areas.
- MedKids & MedTeens – the programmes will be restructured and services will be available according to demand.
- After check out each hotel bedroom will be disinfected prior to new guests checking into the room.



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HouseKeeping Department

- New and updated Procedures for cleaning and / or disinfecting all areas of the hotel.
- Cleaning Procedures will be clearly displayed.
- Specific cleaning programmes defined for cleaning of the different public areas both interior and exterior.
- All cleaning products will be of the necessary specification to clean and disinfect to a high level.
- All Housekeeping staff will be fully trained in the new procedures and equipped with necessary PPE such as masks and gloves.

Technical & Maintenance Department

- Water deposits – maintain chlorine levels to the permitted maximum amount.
- Swimming Pool – maintain chlorine levels to the permitted maximum amount.
- Kitchen dishwashers- temperatures to be above 65° for washing and 90° for rinsing.
- Air Conditioning – all filters to be regularly cleaned as normal and increasing the preventative cleaning procedures.
- We will investigate other anti-disinfectant procedures and equipment to ensure the highest levels of cleanliness are maintained.
- We will ensure that we work with products and suppliers who can guarantee the highest level of hygiene and disinfection of the hotel.

Restaurant

- Gloves to be available at restaurant entrance for guests who wish to use them.
- Compulsory cleaning of hands with disinfectant gel by everyone who enters the restaurant.
- Constant cleaning of buffet areas.
- Constant changing of serving utensils.
- Table cloths and serviettes will be of single use material and disposable after each service.
- Assisted service at buffet stations; some dishes will be served by restaurant staff.
- Maximise use of single portion dishes and accompaniments; for examples salads, desserts, bread, yoghurt, pastries, ice cream.
- Maximise the usage of show cooking areas.
- Screen protection for buffets and show cooking areas.
- Strict control of restaurant capacities
- Avoid all opportunities for customers to touch food.
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Kitchen

- Maximise the use of vacuum cooking
- Work with suppliers who can provide the traceability of all food products.
- Adapt all food packaging to the new situation.
- Work with suppliers who have adapted all procedures according to the new requirements.
- Enhanced and more frequent kitchen cleaning procedures.
- All staff fully trained in all new procedures and equipped with relevant material for their work such as masks and gloves.
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Hotel Staff in General

- All staff areas in the hotels will be adapted according to required capacities, hygiene measures and cleaning procedures.
- All staff will follow all the necessary preventative sanitary measures such as social distancing, personal cleanliness, and protective equipment to be used in the workspace.
- Every member of staff to be responsible for the continuous cleaning of their workspace, and will be provided with all the necessary products and equipment to do so.
- All staff members will be provided with the necessary PPE equipment such as masks and gloves.
- Each department will ensure the required capacities for public areas are adhered to.
- All products delivered to the hotel will be unloaded in a disinfected area and every item will be disinfected that enters the hotel.
- All staff will be fully trained in all processes and procedures and enhanced customer service training

Our Commitment to Cleanliness and Care is of the highest importance to MedPlaya and we will be reviewing this document as more information becomes available regarding government and health authority guidelines for the opening of hotels.

Our aim is clear: to provide a safe and clean environment in our hotels so our guests can concentrate on enjoying their holidays.