

Hoteles SantoS



COMMITMENT H-SANTOS

EXPERIENTIAL GUARANTEE  
GUARANTEE OF HYGIENE  
AND SUSTAINABILITY

## EXPERIENTIAL GUARANTEE

At H-SANTOS we pride ourselves on maintaining the highest standards of cleanliness and hygiene and strive for the maximum satisfaction of our guest.

To this end, we have implemented a series of measures, in compliance with current legislation, to guarantee a stay that meets guest's current needs, not only at an experiential level but also in terms of health and safety:

1. Flexible booking conditions regarding the possibility of changing dates, cancellations, early departures, etc.
2. Personalized attention 24 hours a day, 365 days a year to meet the needs and demands of our guests.

## GUARANTEE OF HIGYENE AND SUSTAINABILITY

Our main commitment is to guarantee the maximum hygiene in our hotels, without neglecting sustainability.

For this purpose, we will reinforce our hygiene measures in the following 4 spaces:

1. Bedrooms
2. Common areas and pool
3. Restaurant and cafeteria
4. Internal areas

### 1. BEDROOMS

1. The keys to access the rooms will be previously disinfected.
2. Lingerie (towels and bedding) meet all the hygiene guarantees. We also have the hygiene certificate of ILUNION.
3. All the elements in the room are sanitized with the most effective disinfection products.
4. Hygiene products (amenities) are disposable and non-reusable.
5. The remote control for the TV and the amenities are packed in biodegradable single use bags.

## GUARANTEE OF HIGYENE AND SUSTAINABILITY

### 2. COMMON AREAS AND POOL

1. We have reinforced and extended the frequency of cleaning and disinfection in common areas (lobby, reception, bathrooms, etc.).
2. We have installed hydroalcoholic gel dispensers in all common areas of the hotel (reception, restaurant, cafeteria, gym, etc.).
3. Temperature measurement. We have laser thermometers to take the temperature to all guests at their request.
4. The sunbeds and the rest of the pool furniture are thoroughly disinfected every day. We guarantee the safety distance between sunbeds.

### 3. RESTAURANT AND CAFETERIA

1. All furniture and decorative elements of our restaurant and cafeteria are totally disinfected after each service.
2. Our staff, with direct customer service, always work with gloves, mask and face shield.
3. Menus will be available in formats that guarantee the maximum hygiene to our customers.
4. The dishes are disinfected, in a dishwasher, with highly viricidal products at more than 80 degrees.
5. Before entering the room, all our guests must disinfect their hands with the hydroalcoholic gel located at the entrance.
6. Our breakfast will be offered in formats that guarantee the best quality and the maximum hygiene to our guests. Our philosophy is focused on promoting Km0 products.

### 4. INTERNAL AREAS

1. All our employees perfectly know all the hygiene and safety regulations necessary to guarantee, not only the protection of our guest but also the protection of those who are part of the H-Santos team.
2. Our teams have operational improvement protocols that allow them to be permanently informed.
3. All our employees will be protected with the corresponding PPE (Personal Protection Equipment).
4. We have placed hydroalcoholic gel dispensers in all the internal areas of the hotel.

At H-SANTOS we follow the recommendations indicated by our government and by the WHO regarding health and safety requirements. We have modified and adapted our processes in order to guarantee the maximum safety and well-being to our guests, employees and suppliers, in all our hotels.