



Certificat d'excel·lència per cinquè any consecutiu
Certificado de excelencia por quinto año consecutivo
Certificate of excellence for five years in a row
Certificat d'excellence par cinquième année consécutive



GENERAL ACTION PROTOCOL-COVID-19 CUSTOMER INFORMATION HOTEL DURAN

Following the instructions of the Department of Health and the Ministry of Health, we have applied a series of preventive measures in order to minimize the risk of transmission and exposure to the SARS-CoV-2 virus, and to prevent the spread of COVID disease. -19.

1. We have implemented an action plan to protect both employees and customers, and to be able to carry out our activity safely:

- 1.1. Applying preventive organizational measures and action protocols: limiting the number of workers per area, establishing shifts and organizing staff to minimize interaction between them, etc.
- 1.2. Defining as much as possible the spaces and tasks for each worker.
- 1.3. Strengthening the cleaning and disinfection of surfaces, and establishing an effective and frequent cleaning and disinfection plan for all surfaces of the facilities.
- 1.4. Providing our staff with the information and training necessary to work with the maximum guarantees of hygiene (good respiratory hygiene practices, correct waste management, correct hand hygiene, etc.).
- 1.5. Reinforcing hand hygiene measures, with the placement of dispensers with hydroalcoholic gel in different points of the facilities (reception, bar area, changing rooms, etc...).
- 1.6. Providing workers with the necessary PPE.
- 1.7. In the bar-restaurant area, we continue to apply the criteria of the "Guide to Good Hygiene Practices for Restaurants", but reinforcing the measures of cleaning and disinfection of surfaces (we increase the frequencies, and we reinforce it with calendars and posters).



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2. Regarding the facilities we have:

- 2.1. Applied by zones the preventive measures to guarantee the distance of 2 meters between people in all the installation of the camping.
- 2.2. Adapted spaces with collective preventive measures: methacrylate or plexiglass panels, floor markings so that customers can follow easily, etc...
- 2.3. Established limited capacity and access control in each area.
- 2.4. Implemented a management and frequent removal of waste generated (PPE).
- 2.5. Reminder posters placed by staff.
- 2.6. Placed information posters for customers.
- 2.7. Reinforced cleaning and disinfection of surfaces, both exterior and interior, and we have placed hydroalcoholic gel dispensers at different points of the facilities, which you can use.
- 2.8. Place several points with buckets to throw disposable handkerchiefs, gloves or other waste that may be generated. Properly monitored and removed.
- 2.9. Establish a routine ventilation of the areas, at least once a day, in order to renew the air.

THANK YOU VERY MUCH FOR YOUR UNDERSTANDING AND COLLABORATION
Hotel Duran