



Safety Program

MSH Mallorca Senses Hotels



BECAUSE YOU ARE OUR PRIORITY

From **MSH Mallorca Senses Hotels** we want to make sure that you can still have a unique experience at our establishments. In order to guarantee our clients and staff's health and safety we have developed new protocols for hygiene and sanitary actions according to the Spanish Government and Ministry of Health guidelines.

We count on the professional assessment from **BIOLINEA**, a specialized company, to help us with the elaboration of the new protocols, and training for our staff. Also, together, we will be implementing the **ICTE "Safe Tourism Certified"** seal of quality, guaranteed by **SGS**. ECOLAB is going to offer the professional and certified products to apply in every case.

Feel Safe...Feel Senses!!!



COMMON AREAS

- ✓ Reorganisation of the spaces and common areas to guarantee social distance, adjustment of capacities.
- ✓ All entrances equipped with hand sanitizer dispensers.
- ✓ More often and accurate cleaning and disinfection of all areas
- ✓ Increase of daily ventilation, both natural and induced.



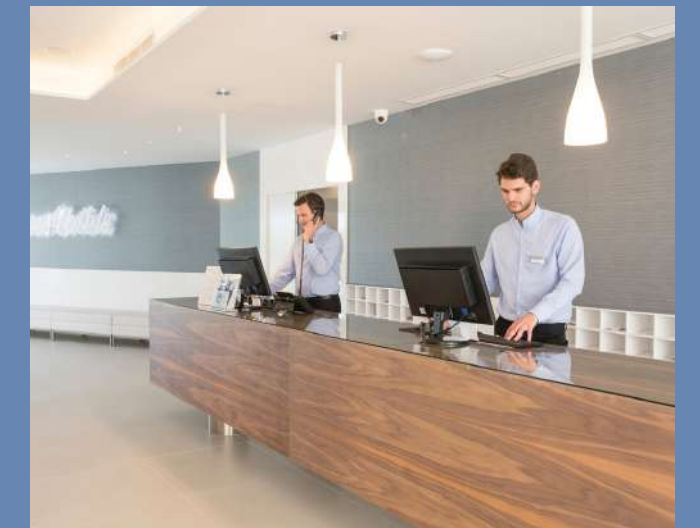
ROOMS

- ✓ Exhaustive cleaning and disinfection of all the entire room following the established protocols
- ✓ All textiles will be washed at high temperatures to guarantee maximum hygiene
- ✓ Single-use personalized amenities. Mask and gloves kit "on request" at Reception
- ✓ Minibar service "on request"



RECEPTION

- ✓ New limits of capacity to ensure social distance
- ✓ Separation screens, hand sanitizer gel and gloves for our staff while handling clients' documentation.
- ✓ Disinfection of shared devices after use
- ✓ Payment by contactless credit card encouraged



RESTAURANTS AND BARS

- ✓ Reduction of capacity in all restaurant areas and 2 metre social distance.
- ✓ All entrances equipped with hand sanitizer dispensers.
- ✓ More frequent cleaning and disinfection after every use.
- ✓ Cleaning of kitchenware and equipment with approved products according to new protocols after every service.
- ✓ Assisted buffet equipped with screens of protection. Individual dishes.



TERRACES AND SWIMMING POOLS

- ✓ Rearrangement of all furniture to provide 2 metre safety social distance
- ✓ Special maintenance and cleaning of the pool waters according to the established protocols
- ✓ Reinforcement of the cleaning and disinfection of all furniture after every use
- ✓ Disinfection and towel service



STAFF

- ✓ Information and training of every single person of the staff according to the H&S protocol established and responsibilities assigned
- ✓ Daily control and register of employees' temperature
- ✓ Personal Protective Equipment (PPE) when required, personal hygiene protocols and interpersonal distances



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