

HOTEL vs COVID

MANDATORY RULES FOR YOUR SAFETY:

Dear Guest,

We thank you for choosing to stay with us to enjoy your well-deserved holidays and we want you to have a highly satisfactory experience. During this phase of new normality as a result of Covid, we would like to remind you of the current regulations in force so that we can all feel calmer and more secure.

Our staff:

Will use the protective mask in all the Hotel facilities.

Common areas:

The use of the mask is compulsory (resolution of Friday 14th August 2020 - BOC-A-2020-164-2831), except for all these exceptions: in your bungalow, while sitting at the low or high tables, armchairs and sofas, in the swimming pool hammocks, in the Balinese, inside both swimming pools, in the sauna and in the steam bath.

We have installed disinfectant gel dispensers with gel disinfectant in various areas for use as required.

The separation between furniture (tables, chairs, sunbeds, etc....) allows your safety to be ensured- If you consider this not to be sufficient, please tell our staff and we will accommodate you in a different place with more free space.

Front Desk:

We have installed protective screens on counters and tables.

Buffet Restaurant:

Please use the disinfectant gel before entering the restaurant.

You must wear your protective mask while moving around the buffet area, always respecting the direction of movement, (directions are shown on the floor).

Bar Terrace:

Smoking area: The sofa area and high tables located next to the pool bar and solarium have been fitted out for this purpose. Ashtrays will be placed there. Thank you for respecting everyone's health.

Indoor bathroom in restaurant:

Please use the disinfectant gel "after" using the bathroom in the restaurant, which you will find on the way out.

Gym:

Please be informed that you must respect the maximum capacity of 10 people, the safety distance and make use of your mask. Use the disinfectant gel before and after entering the centre. You must clean each machine after each use and it is forbidden to move them from their current location.

Sauna and Steam bath:

Maximum capacity allowed: 2 people. Maximum period of use: 20 minutes.

Lift:

The use of the lift is reserved exclusively for people with reduced mobility due to the COVID situation.

Sorry for the inconvenience, thank you.

We hope that this information will be very useful.

Yours sincerely,

Your Club Maspalomas Suites & Spa team.