



*Making guests feel safe & welcome*  
**DURING COVID-19 TIMES**





## *Index*

1. HEARTFELT SUPPORT & SOLIDARITY
2. KEEPING THINGS FAMILIAR
3. STAY WITH CONFIDENCE
4. DINE JUST LIKE BEFORE
5. WATER IS THE HIGHLIGHT OF YOUR STAY
6. COMMON BUT SAFE AREAS
7. COMMITTED & CARING



# 1. HEARTFELT SUPPORT *and solidarity*

## OFFERING SAFETY & COMFORT

1.



### Staff Training

on stringent safety protocols set by the authorities.

2.



### Personal Protective Equipment

supplied to all staff members.

3.



### Staff Safety

through compliance for sanitation and social distancing according to the latest measures implemented.

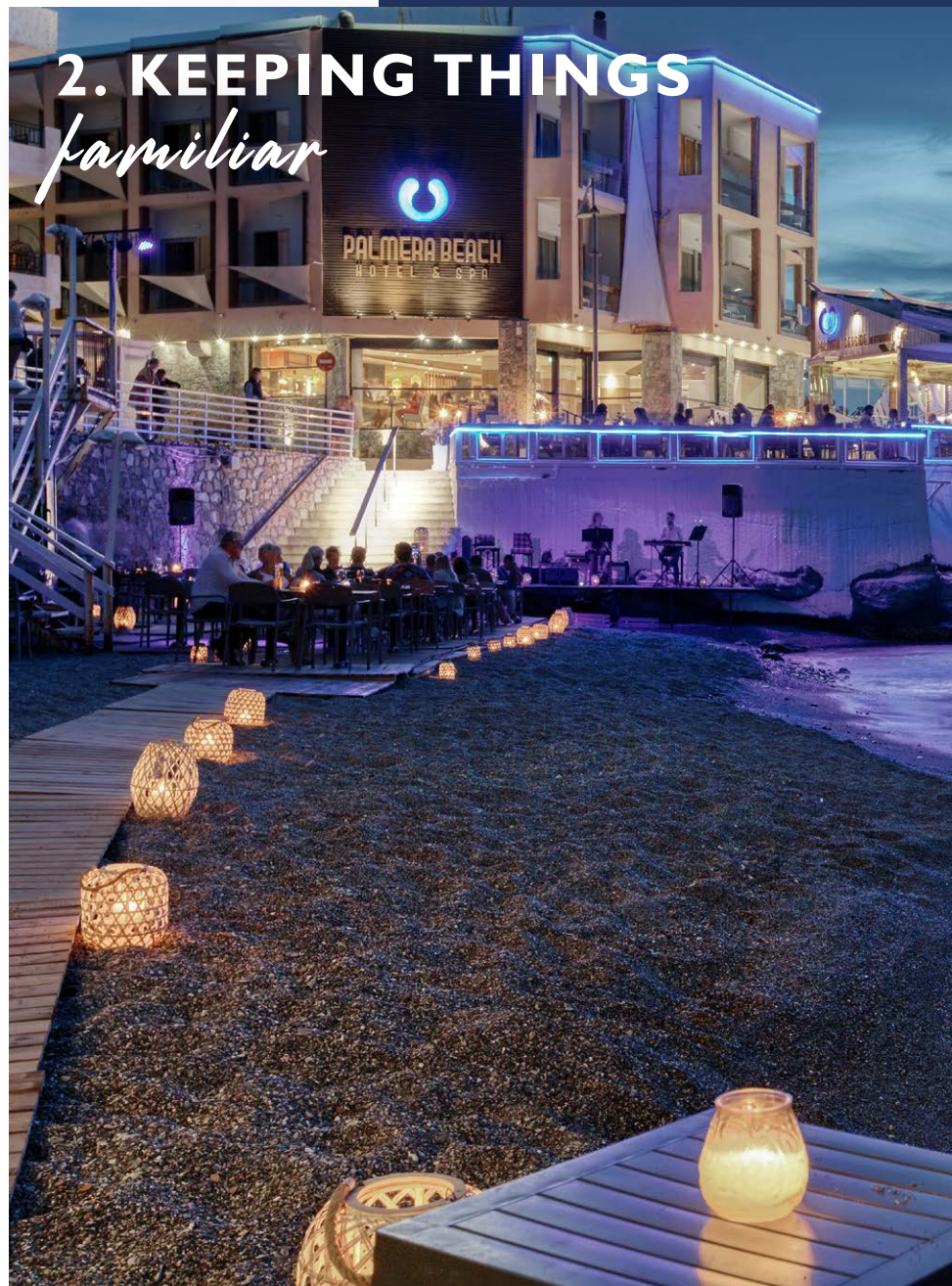
4.



### Ongoing Assessment

of staff health prior to work positions being taken.





## 2. KEEPING THINGS *familiar*

**A VARIETY OF SERVICES OFFERED TO MAKE GUESTS FEEL LIKE NOTHING HAS CHANGED, WHILE STILL ENSURING YOUR SAFETY.**



### **High Tech**

contactless services provided for checking in.



### **Longer**

time between guest room turnarounds.



### **Hand Sanitizers**

available in common areas such as the Reception.



### **Key Cards**

disinfected after each handover and use.



### **Reception**

and common areas disinfected regularly.



### **Hotel Lobby**

guests adhere to all social distancing measures.



### 3. PRESERVING YOUR *safety bubble*



**DISCREETLY BUT THOROUGHLY CLEANING YOUR ROOM TO ENSURE YOU ARE KEPT BOTH COMFORTABLE AND SAFE IN YOUR HOME AWAY FROM HOME.**



Our staff adhere to the most up to date and stringent regulations set by relevant authorities such as the National Public Health Organisation and the WHO.



#### **Room cleaning**

takes place with minimum to no contact between guests and staff.



#### **Paper, stationary & decorative items**

have been removed to ensure less contamination.



## 4. DINE JUST *like before*



**ALL NECESSARY PRECAUTIONS HAVE BEEN TAKEN TO ENSURE CONTINUOUS DISINFECTION & THAT SOCIAL DISTANCING IS ADHERED TO.**



### **Hand sanitiser**

use upon entering the restaurants



### **Menus**

available in all languages in digital form.



### **Tables & chairs**

are arranged according to all measures set by the authorities.



### **Seating arrangements**

are arranged by the host(ess).



### **Additional dining areas & extended times**

to allow for all guests to be served to our best of standards.



### **Buffet is available**

with service by our staff.



## 5. WATER IS THE *highlight of your stay*



**WARM CLIMATES ARE PERFECT FOR RELAXING BY THE POOL OR ON THE BEACH. WE ENSURE YOU CAN DO SO WITHOUT A CARE IN THE WORLD - EVEN DURING THESE CHALLENGING TIMES!**



### **Social distancing**

arrangements whether you are on the beach or by the pool area.



### **Regular sanitation**

of all relevant equipment such as sunbeds, umbrellas and beach loungers.



### **Pool water control**

adheres to the strictest controls with regular checks.



### **Specific number of pool users**

at any given time to ensure your safety.



5. WATER IS THE HIGHLIGHT OF YOUR STAY



## 6. COMMON *but safe areas*



**ALL PUBLIC AREAS & PLACES WITH A HIGH NUMBER OF PASSING TRAFFIC ARE MORE FREQUENTLY CLEANED WITH HAND SANITISERS AVAILABLE THROUGHOUT THE HOTEL GROUNDS.**



**Indoor spaces frequently aired.**



**Note: indoor recreational spaces such as gyms and spas, will resume operation if/when government regulations allow. Collaborators, partners and suppliers of our hotel follow all measures set by the authorities.**



## 7. COMMITTED *and caring*



**YOUR COMFORT AND SAFETY ARE OUR HIGHEST PRIORITIES. THIS IS WHY PALMERA BEACH HOTEL HAS ADAPTED ITS SERVICES TO STILL OFFER YOU THE BEST, WITHOUT COMPROMISING YOUR HOLIDAY MEMORIES OR YOUR SAFETY.**



**Continuous implementation and monitoring of safety protocols remain a top priority.**



**Dedicated medical staff appointed and official representative available.**



*\* Disclaimer: all aforementioned details are subject to change based on any updated regulations set by the authorities.*