

Safety, Health & Welfare Protocol

“Committed to your Safety”

First of all, I would like to **THANK YOU** for your trust after more than 50 years at your disposal.

Now that we can continue to share unforgettable moments, from Hotel Los Monteros SPA & Golf Resort 5*GL, we would like to let you know that **YOUR SAFETY** and the safety of our employees are our top **PRIORITY**.

In our policy of continuous improvement, our main object is that you enjoy a **UNIQUE STAY** without worries, that you really feel cared for. For this reason, we have included in our Safety, Health & Welfare Protocol, a set of actions and measures, supervised by safety and healthcare professionals, including:

Book with FLEXIBILITY



- ✓ Book with total confidence.
- ✓ You can cancel or modify your stay up to 72 h. in advance.
- ✓ Pay your reservation upon arrival.

TOURISM QUALITY Certificate



- ✓ The only 5* Grand Luxury Hotel in Andalusia with the "Q" for Touristic Quality granted by the ICTE (Institute for Spanish Tourism Quality).
- ✓ Currently, the ICTE works closely with the Spanish Government to define measures against Covid-19.

«SAFE TOURISM CERTIFIED» seal



- ✓ The Touristic Quality Certificate granted by the ICTE (Institute for Spanish Tourism Quality) after demanding annual audits, includes the «Safe Tourism Certified» seal.

Hotel Los Monteros Spa & Golf Resort 5* GL

www.monteros.com | info@monteros.com

Tlf.: (+34) 952 771 700

Ctra. Cádiz, Km.187. Marbella (SPAIN)

Safety, Health & Welfare Protocol

Guaranteed Cleaning and DISINFECTION



DIGITALIZATION of our services



- ✓ Cleaning and disinfection protocols adapted to current needs.
- ✓ All non-essential decorative elements located in rooms and common areas have been removed.
- ✓ Automatic hydroalcoholic gel dispensers have been installed in all facilities for customer use.
- ✓ Special emphasis on cleaning and disinfecting contact surfaces. Air circulation in rooms for at least 10 minutes.
- ✓ Linen shall be washed at high temperature according to clinically tested protocols.
- ✓ Daily disinfection of work equipment.
- ✓ These strict cleaning procedures are periodically inspected and verified by an external auditing company.
- ✓ Online pre-check-in service. Expedite your arrival, minimizing interaction and direct contact with Front Desk.
- ✓ From your mobile, you can access all the information of interest about the Hotel, as well as the menu of our Restaurants and 24 hrs. Room Service.

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New PROTOCOLS in our Gastronomic Offer



ADDITIONAL services



Safety and CAPACITY limits



- ✓ In Hotel Los Monteros, we take care of the quality and variety of our gastronomy with local, healthy and organic products.
- ✓ In order to ensure the delivery process, our suppliers follow strict security protocols.
- ✓ In our traditional Buffet Breakfast, maximum capacity will be established during the service.
- ✓ You will be assisted by our staff. Show cooking and use of single-dose and individual dishes will be prioritized.
- ✓ Our entertainment program has been adapted to new standards of safety and hygiene.
- ✓ During the Thermal Circuit, the number of clients has been reduced in the SPA.
- ✓ Events and meeting rooms have been adapted to new security protocols.
- ✓ A relocation of elements and furniture has been carried out in busiest areas.
- ✓ Signage has also been located in different Hotel areas to create safe routes.
- ✓ Our staff performs continuous capacity controls in busy areas.
- ✓ The Hotel complies with strict standards of purification and disinfection of air conditioning systems.
- ✓ Pool and water purification systems are under Spanish current regulations.

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Safety, Health & Welfare Protocol



TRAINING and Personal PROTECTIVE Equipment



- ✓ All employees have the necessary personal protective equipment to carry out their work with all health guarantees.
- ✓ Employees undergo regular medical check-ups and daily temperature control.
- ✓ Continuous training program specialized on Occupational Risk Prevention.
- ✓ A specific course on COVID-19 protocol and job safety has been taught.

We look forward to welcoming you to enjoy a luxury experience with full **SAFETY**.

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