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1. INTRODUCTION

A contingency plan is a document where you can find preventive actions and measures to reduce risk of contagion from COVID-19. This contingency plan is designed in order to guarantee our staff and client's health and safety within our hotel.

We are constantly updating our procedures to follow up the recommendations provided by the health authorities.

Before the booking confirmation, the establishment will inform the clients about service conditions and preventive measures established so the clients can accept them.

The implemented measures are the following:

- Sings for guests to follow the recommended preventive measures.
- Demarcation lines to ensure the safety distance, self-protection measures (screens, masks, gloves, disinfectant gel) while checking in / out.
- Cleaning and disinfection plan.
- Maintenance
- Arab baths
- Information about emergency telephones and hospitals.

This establishment urge our clients to collaborate and follow the preventive and hygienic measures.

Regarding the external suppliers, they will be informed in order to respect the applicable security measures (security distance, and use of mask).

2. SERVICE REQUIREMENT

2.1 Reception

When confirming the booking, the establishment will ask the client for acceptance and acknowledge of the security measures implemented in the accommodation.

- The staff responsible for welcoming clients will do this using mask, in the same way the guest must also wear a mask.
- The direct contact will be avoided, respecting the interpersonal distance measures. For this reason, the client will send the passports or identity card of all the guest in the booking, they can do it by email to: tuhistoria@casabanosdelavilla.com or by Whatsapp to 616261461

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- The payment will be made previously by transfer, or at the check out with a credit card.
- We won't have neither supply any brochures. All the necessary information related to the destination (restaurants, monuments, tours...) will be sent in digital format to the client if they request it, or we will inform them about the web site where to find it or download it.
- The establishment has disinfectant gel available.

2.2 ACCOMMODATION

We have applied the next measures:

- We have distributed bins with cover and pedal for the disposable material.
- The decoration in each room has been reduced, so we have eliminated some objects that may appear in previous photographs.
- All the objects have been previously cleaned following the hygiene protocols in order to minimize risks, all the linen has been washed over 60 degrees.
- Beds will be made for the arrivals and the rest of the linen will be ready to be used, avoid sharing any items as individual usage recommended.
- We beg our clients to throw away any waste (handkerchief, masks...) in the bins with cover that are located in the toilets, so the transmission and manipulation risks will be minimized.

2.3 Restaurant service, breakfast

- Implementation of an assisted buffet. The products will be exhibit, always controlled and protected, the client will choose what to have and the staff will be in charge of serving the products.
- Products like sugar, salt or olive oil will be provided in single sachets.
- Breakfast staff will wear face mask when keeping safety distance is not possible.
- All the tableware and cutlery will be sterilized in the dishwasher or equivalent.
- Contact surfaces such as tables and chairs will be immediately disinfected after every use.

2.4 Public areas

- The maximum capacity for the different areas has been established.
- Antibacterial gel available in high traffic locations.
- Placing of pedal opened bins with double bags inside.
- Keeping the safety distance or wearing a face mask is obligatory.
- Gel and soap dispensers as well as hair dryers will be regularly cleaned.
- We ensure the supply of antibacterial gel, soap, paper towels...
- Only one person can use the lift at a time or more than one if it is a family group. The lift will be cleaned frequently and depending on usage.
- Sun beds in terrace not available.

3. CLEANLINESS AND DISINFECTION REQUIREMENTS

3.1 Cleaning plan

The establishment has planned how to carry out all the cleaning and disinfection measures taking into account the possible identified risks.

- The staff will clean the room once the clients have left, making sure everything in it is cleaned according to the sanitation protocols with particular attention to bathrooms, handles, remote controls and frequently touched surfaces. In the same way the public areas will also be cleaned and disinfected following the protocols.
- Daily ventilation of all areas specially those where clients have been.
- All pedal bins will be safely emptied and taken to the waste container ready to be collected.
- All cleaning products are authorized disinfectants proved to be very effective. Antibacterial gel available for guests, to wash hands frequently is recommended.
- The establishment's board games and books are not available for guests to take.
- We urge our guests to be extremely careful when bringing their own food, bags...

3.2 Cleaning and disinfecting rooms

- All rooms will be ventilated and linen will be washed over 60º.
- The whole room will be cleaned: walls, floors, windows, furniture... All unnecessary decorative items have been removed from the rooms.
- We will pay particular attention to the most frequently touched surfaces.
- Regarding the dirty linen or items, they must be kept in plastic bags before taking them to the laundry pick-up point. We wash our hands, we clean then we wash hands again, and finally we placed the clean linen. Clean linen or amenities won't be put in the rooms until they have been disinfected and cleaned. Dirty textiles won't be shaken, and they won't be placed on the ground, they will be put in plastic bag. They will be washed over 60º.
- Mattresses, mattress covers and pillow cases will be disinfected after being used, and washed over 60º.
- Gloves will be changed after cleaning each room.
- Cleaning staff won't come in the room until the client have left, except in case of need.
- All the tableware and cutlery have been sterilized before the client arrival.

4. MAINTENANCE REQUIREMENTS

Any maintenance issue will be fixed when the stay has finished. In emergency cases, maintenance staff will come in using mask and gloves. The client must wear a mask or leave the room during the reparation and cleaning. Finished the reparation or assistance, the staff will throw away the IPE's (Individual Protection Equipment) and they will wash their hands.

The service will be provided with the best condition in order to follow the preventive measures of security developed to reduce risks, and keeping the obligatory measures to ensure the best conditions of usage for the guest. We beg our clients to respect the rules and recommendations of the health authorities.

5. ARAB BATHS

- If it isn't possible to keep the security distance, it will be obligatory the use of mask in reception and changing rooms.
- The water fountain and the tea area will be out of service.

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- The security distance must always be kept during the arab bath session, avoiding to cross past the other clients, and following the staff indications.
- Before giving the massage, the massage therapists will wash their hands and forearms with disinfectant gel. After each massage, the stretchers and the used accessories will be disinfected.
- The water in the arab baths pools are treated with bromine, which allow us to have an excellent quality of it, and security about infectious agents, keeping their effectiveness even with high temperatures.
- The water travel through purifying filters with the advised quantity of disinfecting products.
- We will do a daily and deep cleaning using authorized disinfectants.
- Between each arab baths session, we will do a cleaning of most frequently touched surfaces: desk, locker, benches, handles... with disinfectant products.

6. EMERGENCY TELEPHONES

- Emergencies: 112
- Local police: 957 701 727
- Civil Guard: 957 540 048
- Firefighters: 957 700 080
- Infanta Margarita Hospital (Cabra): 957 021 400
- Salud Responde Andalucía: 955 546 060
- Coronavirus Information: 900 400 061 / 955 545 060

7. WHAT TO DO IN CASE OF INFECTION?

- Keep calm (It's necessary to act correctly)
- If you feel some symptom like high temperature, cough, or breathing difficulties, please phone to 955 545 060 or 900 400 061, and stay in your room.
- All specific recommendations given by health authorities must be obeyed in an efficient way.
- Remember the importance of a good personal hygiene; wash frequently your hands with soap and water; try not to touch your eyes, nose, or mouth; cover up

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your mouth, and nose with the flexed elbow if you cough or sneeze; avoid the contact with other people.

- Finished the stay of an infected person, we will deep clean the establishment, closing it until a correct disinfection is guaranteed.