

Summary of health & safety measures that we are implementing .

01.

Compliance with the new regulations on social distancing and personal protection.

- Deployment of a contingency plan supervised by the GSME, a safety and health prevention entity.
- We have reduced the capacity of our restaurants: Indigo ,El Pati Verd and our coffee-shop Cafeteria Carlemany along with and the 7 meeting rooms and other spaces according to current regulations.
- We offer complimentary hydro-alcohol gel dispensers for your comfort and safety throughout the hotel.
- Available upon request we offer to our hotel guests complimentary health and safety kits including: a face mask / hydro-alcohol Gel and Gloves.
- Our employees have the PPE needed to perform their tasks safely and have been trained in good practices in order to minimize any risk of contamination.

02.

Cleaning and disinfection protocols.

- Increase of the frequency of cleaning in common areas and public bathrooms.
- The cleaning process in: rooms, public and common areas, lounges and food & beverage outlets is enhanced by the use of disinfection by nebulization.
- The linen (bed + bath) as well as restaurant tablecloth is washed at AENOR certified laundry with UNE-EN 14065 standard on biocontamination in textiles.
- Dishes and cutlery of our restaurants go through a Winterhalter washing process and drying at 80°.
- We have removed all non-essential material from the rooms which will be delivered on request by our guests. Removed materials include: Writing materials, minibar products, bathrobe and slippers, information leaflets hotel & restaurant services.
- Option to clean the room "on demand".
- Disinfection of each table and chair after each client on F&B outlets.

03.

Paperless & Contactless procedures / communication.

- Implementation of an APP to communicate with our guests before / during and after your stay. It will allow you to check in & out, request Room Service, Cleaning, room privacy, check on restaurant menus, payment as well as receive the invoice in pdf to your mobile or email.
- Removal of room service directories to offer it on digital content within your new in room Samsung 49"TV with lynk Reach 4.0 technology.
- We encourage our guests to make reservations at the Indigo restaurant through the online platform available on our website.

04.

Food & Beverage upgrades and limitations.

- Increase of lunch service hours at our Indigo restaurant. Lunch service will run from 13:00 and until 15:45.
- We start our new Indigo Take Away service. To facilitate your pick up service we offer 30 minutes of free parking * in the Maragall Parking. * For orders over € 30. You can place your order online on the hotel's website.
- Buffet breakfast service will change to a la carte service offered in our cafeteria or outdoor Terrace or in our El Pati Verd Restaurant depending on the volume of customers. Eventually and depending on the needs we will offer you an assisted buffet service format.