



Dear Partners,

We have revised our hygiene and safety standards in accordance with health experts. We have prepared these measures and rules by following the requirements of local and international health authorities – going beyond these requirements at many points – and always in accordance with current developments. In addition, we have created personal obligations, instructions, and guidelines for our staff.

We want to explain these measures, from booking to check-out:

- When checking in at our reception, plexiglass screens and face masks will be ready for the safety of our guests and our staff. Room cards or keys and pens or similar items are disinfected for our guests and disposable gloves are worn.
- Our elevators should be used by two people at most at the same time.
- **Continuous Cleaning and Disinfection:** We have increased the number of hourly cleaning and disinfection cycles of all surfaces with frequent contact in public areas, including handrails, light switches and elevator buttons in our buildings and in the public WCs.
- A large number of disinfectant units have been placed in the reception and public areas for the use of our guests. If requested, a disposable mask is given by our reception staff at the entrance.
- Due to hygiene protocols, we are no longer place hotel brochures or flyers in our guest rooms. Our guests can access such information on the TV Info channel or by calling the receptionists. However, the documents that should be in the room, such as room service menus, are disinfected after each exit.
- After every check-out, we will disinfect all the hand-contacting surfaces in the room such as TV controls, air conditioning controls, water heaters, blow dryers, lighting buttons and door handles, and we will ventilate the rooms.
- We will utilize single-use materials as much as possible in the guest rooms.
- Our staff must wear a face mask. We recommend that our guests wear masks for their own safety.
- Our food and beverage is prepared and served in accordance with current HACCP and ISO standards and additional official recommendations.
- Due to social distance rules, there will be less space in our restaurants. We planned our meal service hours accordingly.
- Our fitness areas will work with a reservation system and specific capacity guidelines in accordance with social distance rules. These areas will be cleaned and disinfected after each use.
- We will provide services in accordance with social distance rules for the health of our guests and staff at our pools and beaches. Sun loungers will be cleaned and disinfected after each use.
- As soon as the use of children's playgrounds is permitted, we will put them into operation with appropriate and more stringent hygiene measures.



Our staff are trained to recognize the symptoms that may indicate a possible infection in our guests. Our staff will properly isolate guests who exhibit symptoms and contact local health officials. If a disease is reported at the hotel, all measures to protect the health and safety of those individuals and the safety of all other people in the hotel are defined in our emergency guidelines, and staff are trained accordingly. Necessary equipment such as protective clothing and medical equipment is available at our hotel in sufficient quantities.

We will continue to monitor the ongoing situation and adapt our actions to the necessary measures. We express our heartfelt sorrow to those who are affected by this catastrophic event. We would like to thank healthcare professionals, local officials, and governments all over the world in combating this epidemic.

Kind regards,

Mirada Del Mar Team