



## **Travel Information: COVID-19 Update**

We are closely monitoring the Centers for Disease Control and Prevention and World Health Organization's statements regarding the novel coronavirus (COVID-19) cases and following guidelines from these agencies and the local health departments.

The wellbeing of our guests and associates is of paramount importance.

### **Guarantee of Hygiene and Sustainability**

Our main commitment is to guarantee the maximum hygiene in our hotels, without neglecting sustainability. For this purpose, we will reinforce our hygiene measures in the following 4 spaces:

- 1. Bedrooms**
- 2. Common areas and pool**
- 3. Restaurant and cafeteria**
- 4. Internal areas**

#### **1. Bedrooms**

- The keys to access the rooms will be previously disinfected.
- Lingerie (towels and bedding) meet all the hygiene guarantees. We also have the hygiene certificate of Polaried Laundry.
- All the elements in the room are sanitized with the most effective disinfection products.
- Hygiene products (amenities) are disposable and non-reusable.
- The remote control for the TV and the amenities are packed in biodegradable single use bags.

## **2. Common Areas and Pool**

- We have reinforced and extended the frequency of cleaning and disinfection in common areas (lobby, reception, bathrooms, etc..).
- We have installed hydroalcoholic gel dispensers in all common areas of the hotel (reception, restaurant, cafeteria, gym, etc..).
- Temperature measurement. We have laser thermometers to take the temperature to all guests at their request.
- The sunbeds and the rest of the pool furniture are thoroughly disinfected every day. We guarantee the safety distance between sunbeds.
- For security, protection and control of access, the animation of the hotel has been canceled.

## **3. Restaurants and Cafeterias**

- All furniture and decorative elements of our restaurant and cafeteria are totally disinfected after each service.
- Our staff, with direct customer service, always work with gloves, mask and face shield.
- Menus will be available in formats that guarantee the maximum hygiene to our customers.
- The dishes are disinfected, in a dishwasher, with highly viricidal products at more than 80 degrees.
- Before entering the room, all our guests must disinfect their hands with the hydroalcoholic gel located at the entrance.
- Our breakfast will be offered in formats that guarantee the best quality and the maximum hygiene to our guests. Our philosophy is focused on promoting Km0 products.

## **4. Internal Areas**

- All our employees perfectly know all the hygiene and safety regulations necessary to guarantee, not only the protection of our guest but also the protection of those who are part of the Ola Hotels team.
- Our teams have operational improvement protocols that allow them to be permanently informed.
- All our employees will be protected with the corresponding PPE (Personal Protection Equipment).
- We have placed hydroalcoholic gel dispensers in all the internal areas of the hotels.

In addition, Ola Hotels has created an Ola Hotels Global Cleanliness Council to focus on developing the next level of global cleanliness standards, hospitality norms and behaviors. The Council includes both in-house and outside experts in housekeeping, food safety, associate wellbeing, infectious disease, sanitation and protective technology.

The Management