

# Safety, Health & Welfare Protocol

## “Committed to your Safety”

First of all, we 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 want 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 7 days 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).

### «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](http://www.monteros.com) | [info@monteros.com](mailto:info@monteros.com)

Tlf.: (+34) 952 771 700

Ctra. Cádiz, Km.187. Marbella (SPAIN)

# Safety, Health & Welfare Protocol

## CLEANING & DISINFECTION



- ✓ Cleaning and disinfection protocols adapted to current needs.
- ✓ Automatic hydroalcoholic gel dispensers have been installed in all facilities for customer use.
- ✓ Air circulation in rooms for at least 10 minutes.
- ✓ Linen shall be washed at high temperature according to clinically tested protocols.
- ✓ These strict cleaning procedures are periodically inspected and verified by an external auditing company.

## DIGITALIZATION OF OUR SERVICES



- ✓ From your mobile, you can access information of interest about the Hotel: the menu of our Restaurants, 24 hrs. Room Service, SPA Treatments & Beauty Rituals...

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## GASTRONOMIC OFFER



## SERVICES



## SAFETY



- ✓ In Hotel Los Monteros, we take care of the quality and variety of our gastronomy with local, seasonal 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 supervised during the service.
- ✓ You will be assisted by our staff.
- ✓ During the Thermal Circuit, the number of clients has been reduced in the SPA.
- ✓ Events and meeting rooms have been adapted to current security protocols.
- ✓ 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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## TRAINING, PREVENTION & PROTECTION



- ✓ All employees have the necessary personal protective equipment to carry out their work with all health guarantees.
- ✓ Periodic audits of facilities and services by approved external companies.
- ✓ Continuous training program specialized on Occupational Risk Prevention.

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

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