



COVID19 protocol - hygiene and safety

Villa CONMIGO bed & breakfast takes hygiene and safety seriously and that is why we have developed guidelines to ensure the safety of our guests and employees. Our cleaning protocols have been adapted, this way we keep the accommodation virus-free and guests can stay safely with us. Villa CONMIGO is **Andalucía Segura certified**. We are proud to be part of the Andalusia safe program.

1. RESERVATION

- 1.1 We are welcoming guests with a pre-made reservation made by telephone, in writing, by email, through our website or bookings site. Unfortunately, it is not possible to come without a reservation.
- 1.2 We ask guests with illness symptoms to take their own responsibility and to stay at home. To protect other guests and our employees we ask you to cancel your reservation at Villa CONMIGO bed & breakfast.

2. CHECK-IN & RECEPTION

- 2.1 The check-in procedure is digital, before arrival guests will receive an email with a link to check in at home.
- 2.2 The privacy statement must still be signed at the accommodation. You can keep the pen we provide you.
- 2.3 In order to meet all hygiene and safety requirements, check-in before 2 pm is not possible without prior consultation and permission.
- 2.3 Upon arrival, we don't shake hands and keep an appropriate distance.
- 2.4 Upon arrival, we ask our guests to clean their hands with a hand disinfectant gel.
- 2.5 The room keys are cleaned and disinfected after every check-out and before every check-in.

3. THE ROOMS

- 3.1 According to government guidelines, after check-out and before check-in your room will be cleaned and disinfected with the right cleaning and disinfection products. Special attention is paid to 'high touch items'.
- 3.2 The bed linen is cleaned as always at our hotel laundry so we can guarantee 100% hygiene.
- 3.3 We wash the bath linen ourselves at high temperature (90°C) so we can guarantee 100% hygiene.
- 3.4 Because decorative cushions and the bedspread cannot be washed at high temperatures, we have them temporarily removed from your room.
- 3.5 We still offer you coffee and tea facilities in the room, these devices will also be extra disinfected after every check-out. Separate items (tea, sugar etc ..) are removed and replaced after every check-out.
- 3.6 Upon arrival your room is equipped with a set of two mouth masks, a bottle of hand disinfectant gel and a hygiene & safety fact sheet. Additional masks and hand disinfectant gel are available for purchase.
- 3.7 We ask guests to ventilate the room on a regular basis, this improves the air quality in the room.
- 3.8 The air conditioning and TV remote control are equipped with an antibacterial cover (do not remove it) which is replaced after every check-out and before every check-in.
- 3.9 The air conditioning system is not connected to other rooms and is cleaned and disinfected for a safe use.
- 3.10 Your room is cleaned every other day where we do not touch personal belongings.

4. HONESTY BAR

- 4.1 The honesty bar is 24/7 available for our guests and will be cleaned on a daily basis.
- 4.2 Before using the honesty bar, we ask guests to clean their hands with the provided hand disinfectant gel.
- 4.3 We advise our guests to use always a glass and not to drink directly from cans and bottles.
- 4.4 We ask guests to place the used glasses in the appropriate washing up bowl.
- 4.5 Our glass crockery is cleaned at high temperatures.

5. COMMUNAL AREA

- 5.1 The communal area available to our guests will be cleaned on a daily basis.
- 5.2 Before using the library and tourist information corner we ask guests to clean their hands with the provided hand disinfectant gel you will find in the honesty bar or dining room.
- 5.3 Respects at all times the safety distance of 1.5 meters.
- 5.4 The air conditioning and TV remote control are equipped with an antibacterial cover, please do not remove it.
- 5.5. The kitchen is not accessible to guests.

6. WELLNESS & FITNESS

- 6.1 Respects at all times the safety distance of 1.5 meters.
- 6.2 Before you enter the swimming pool and the hot tub and after any toilet visit, please have a shower.
- 6.3 No more than two guests at the same time in the hot tub.
- 6.4 We ask our guests to always use the pool towel on the sunbeds.
- 6.5 The sunbeds at the pool will be cleaned and disinfected on a daily basis.
- 6.6 The gym and sauna will be cleaned and disinfected on a daily basis.
- 6.7 Before using the fitness equipment, we ask our guests to clean their hands with hand disinfectant gel.
- 6.8 We ask our guests to use a (provided red-gray striped) towel during the training. After use, put the towel in the laundry basket at the gym.
- 6.9 We ask guests to clean and disinfect the sports equipment before and after training.

7. BREAKFAST

- 7.1 Breakfast is served at your table between 9 am and 10:30 am.
- 7.2 Before starting, we ask our guests to clean their hands with the provided hand disinfectant gel.
- 7.3 Breakfast menu can be downloaded by scanning the QR code, so no print version is provided.
- 7.4 Certain breakfast items are provided as a mono dose to the guest upon request.
- 7.5 Tables and chairs are cleaned and disinfected before and after every service.

8. LUNCH

- 8.1 Lunch is served at your table between 2 pm and 3 pm. Please let us know during breakfast.
- 8.2 Before starting, we ask our guests to clean their hands with the provided hand disinfectant gel.
- 8.3 Lunch menu can be downloaded by scanning the QR code, so no print version is provided.
- 8.4 Certain lunch items are provided as a mono dose to the guest upon request.
- 8.5 Tables and chairs are cleaned and disinfected before and after every service.

9. DINNER

- 9.1 We still continue to provide dinner parties to our guests a few times a week, however no longer at a large table but as a 'private dining' concept.
- 9.2 Before starting, we ask our guests to clean their hands with the provided hand disinfectant gel.
- 9.3 Certain dinner items are provided as a mono dose to the guest upon request.
- 9.4 Tables and chairs are cleaned and disinfected before and after every service.

10. CHECK-OUT & PAYMENT

- 10.1 We ask guests to deposit the room keys in the provided key box.
- 10.2 We prefer a contactless payment by debit or credit card. If the guest wants to pay with cash, no problem, we ask you do this with appropriate money as much as possible.

11. *Safety rules outside the accommodation*

The Spanish government has established a number of rules that tourists must adhere to ensure a safe environment.

11.1 SAFETY DISTANCE

As in other European countries, keeping a distance is also one of those rules in Spain. This has now changed from 2 meters to 1.5 meters with people who do not belong to the same household*. Respects at all times the safety distance of 1.5 meters, both inside and outside.

11.2 FACE MASK

The use of a face mask is mandatory from 15th July 2020 in all parts of Andalusia. The face masks are mandatory for everyone over the age of six in all indoor and outdoor public spaces, regardless of whether the safety distance can be reached. On the street, in shops (+ shopping centers) and in public transport you always wear a face mask. Non-compliance will result in a € 100,- fine.

FACE MASK IS NOT REQUIRED UNDER THE FOLLOWING CIRCUMSTANCES:

- The face mask is not mandatory at the beach while sunbathing, swimming or sitting under the umbrella with people who belong to the same household*. If you go for a walk along the sea side, boulevard or your order a drink at the bar, you wear a face mask.
- The face mask is not mandatory while practicing sports; cycling, running, swimming, hiking etc .. on an individual level or with people who belong to the same household*.
- The face mask is not mandatory on the terrace or in the restaurant with people who belonging to the same household*. If this is not the case, you wear a face mask or sit at separate tables.
- The face mask is not mandatory in the car with people who belong to the same household*.
- With the respect of 1.5 meters, wearing a face mask in our accommodation is not mandatory.
- People with respiratory problems, people who are not advised to use a mask for legitimate health reasons are excluded.

** People who belong to the same household live together at one address.*

11.3 BEACH / TERRACE / RESTAURANT

- Take the advice given on the signs at the beach seriously and follow the instructions of the staff. This way everyone can enjoy a wonderful day at the beach.
- Please, wait for the staff to assign you a table and use the provided hand disinfectant gel. To avoid disappointment, we would like to reserve a table in one of the many restaurants in the village.

11.5 HYGIENE IN GENERAL

Also in Spain the general hygiene rules apply such as regular hand washing, the use of a hand disinfectant gel, sneeze and cough in your elbow and stay home when you have a fever.

This information was last amended on 15th July 2020.