



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.

Hygiene & safety fact sheet; general measures against Covid in Andalusia

Guadalhorce Sanitary District: Level 2 / No mobility restrictions

The use of hand disinfectant gel

Clean your hands regularly with soap & water or use alcohol-based disinfectant gel. Use a disinfectant gel before using the honesty bar and before breakfast, lunch and dinner.

When is a face mask mandatory?

Face masks are mandatory for everyone over the age of 6 in the following cases:

- Closed spaces: in any closed space for public use or that is open to the public.
- Outdoor areas where it is not possible to keep a minimum distance of 1.5 meters due to crowds of people, with the exception of groups of cohabitants.
- Transport by air, sea, bus or rail, including platforms and passenger stations, or by cable car, as well as in additional public and private passenger transport in vehicles with a maximum of nine seats, including the driver, if the occupants of the tourist vehicles do not live at the same address.
- During outdoor events when participants are standing or sitting where it is not possible to keep a minimum distance of 1.5 meters, except for groups cohabitants.
- While drinking and eating in a restaurant, bar or on a terrace.
- Taking into account the 1,5 meters, wearing a face mask is in our accommodation not mandatory (always in consultation with other guests and the hosts).

* *Cohabitants; people who belong to the same household live together at one address.*

Safety distance!

Respects at all times the safety distance of 1.5 meters also in our accommodation.

Where smoking is prohibited

Smoking is prohibited on the street and in public spaces if the 2 meters distance cannot be reached.

Shops, restaurants and services

Hospitality opening until midnight. Social gatherings are limited to 8 people (not living together at one address) for an outdoor environment and a maximum of 7 people (at a table) in an indoor environment. Bars with music and nightclubs may open until 2:00 a.m., with the same capacity conditions and tables than restaurants. Dance floors will only be allowed in municipalities with a level of alert 1, always outside and the face mask is mandatory where it is not possible to keep a minimum distance of 1.5 meters.

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