



HOTEL

MAS TAPIOLAS

COUNTRY LODGE

Have an unforgettable time surrounded by nature and beautiful countryside...  
Fantastic experiences with greater peace of mind than ever!

MEASURES FOR A SAFE STAY



SALLÉS  
HOTELS

## Your right to 100% safe experiences

As a family-run company, at SALLÉS HOTELS we're well aware that you don't always want the same thing, and that you're looking for new experiences, different adventures... but that you like feeling at home wherever you are.

Our chain wants to offer trust and safety through the care and well-being of its guests and employees, respecting the type of stay each guest is looking for with all the peace of mind they deserve.

With this in mind, we've added to the measures regarding hygiene, sustainability, social commitment, technology and wellbeing that we've developed and implemented since we were established with all those you now require to respond to the current situation with absolute safety.

The experiences you're looking for are waiting for you, and now's a good time to imagine and plan them with all the peace of mind and trust in the world!



Hotel Mas Tapiolas guarantees and certifies the implementation of the Health Risk Prevention System against COVID-19 by means of the SAFE TOURISM CERTIFIED label.





# Safety measures and protocols

## Reception



**Express Check-in / Check-out:** Receipt of data in advance by e-mail and telephone to avoid contact and the use of paper.



**Temperature control** on all our employees and guests.



**Disinfection mats** at the hotel entrances.



**Separation screens** at assistance points.



**Disinfection of objects** such as pens, room keys and credit card terminal after their use.



**Payment by credit card, and credit card terminal** protected by a disposable plastic bag. Bills sent by e-mail.



**Information and communications** by e-mail or Whatsapp.



## Guest rooms



**Direct access to most guest rooms** without walking through the communal areas.



**Removal of all stationery from the rooms.** All information will be provided by e-mail or Whatsapp.



**Ozone generator** for environmental disinfection of the guest rooms.



**Inclusion of Hydroalcoholic Gel** in the amenities set.



**Thorough cleaning and disinfection protocols** in the guest rooms after each departure. Special treatments for ventilation systems.

## Dining



**Disinfection of hands** at restaurant entrances



**Removal of physical menus** and use of digital systems.



**Shifts established** for lunch and dinner



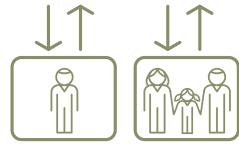
**2 m. separation between tables,** with the consequent reduction in capacity and increase in free space.



**À la carte breakfast**



## Communal areas



**Use of lift** exclusively individual or per family



**Limited capacity** and spaces with no overcrowding guaranteed.



**Increased cleaning and disinfection** of the floors throughout the hotel complex

## Pool area



**Separation of loungers and Bali beds** and capacity control.



**Increased cleaning and disinfection** of the pool area.



**Specific products to disinfect the water** in line with the guidelines of the health authorities.



**Removal of towel** change cards.

## Fitness zone - Play area



**Use in shifts** on request



**Disinfection of hands** at the entrance.



**Disinfection of all surfaces** every time a different person uses the equipment.





## Wellness

In-house well-being, beauty and health treatments



**Disinfection of hands** at the entrance.



**Mandatory use of a mask** by customers, except during facial treatments.



**Use of a mask, gloves and protective mask** by the therapist depending on the treatment in question.



**Ozone generator** for environmental disinfection after each service.



**Personalised service:**

1 booth – 1 customer – 1 therapist

**60/90°**



**Clothing washed** at a safe temperature of between 60° and 90°



**Disinfection of all surfaces of the booth** after each service.

\*The SPA water circuit will remain temporarily closed.



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COSTA BRAVA

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