

GENERAL INFORMATION MEASURES COVID19

This hotel wants to inform that we have put in place a protocol of security and hygiene measures to ensure that you can enjoy a well-deserved rest without worries and safely. Because taking care of you is our greatest satisfaction. We also want to emphasize that the cleaning staff is of our own, controlled, supervised and following the protocols of the company's Occupational Risk Prevention technician. The inspiring principles to guarantee the safety of customers and employees are: social distancing, disinfection, reducing contact with shared elements, monitoring the health of employees, informing customers and suppliers, and training the employees.

Reception

- Maximum capacity in the reception area is 2 people or same family unit, guests who wish can wait in the terrace. In the reception there is a protection screen.
- There will be a hydro alcoholic solution in the reception area.
- It is recommended to make the payment with credit card. Disinfection of dataphones after each use.
- The keys will be delivered in a previously disinfected bag. Room keys are placed in a container with disinfectant at the end of the stay.
- Guests can provide their IDs via email info@laquadra.com prior to arrival in order to speed up the time they can be at the reception. However, the establishment has the traditional registration system where identity documents can be scanned at the moment.

Breakfast

- As a general measure, customer manipulation or intervention has been reduced. In the specific case of the buffet, formulas have been implemented such as the assisted buffet with a protection screen. The quality and variety of breakfast will not change in any way.
- There will be a hydro alcoholic solution in the reception area.
- Shifts will be organized to avoid crowds. Upon arrival, the reception will inform you of the times you can choose.
- We have removed commonly used equipment and decorative items.
- All the crockery material is sanitized using a dishwasher at a higher temperature than recommended.
- Single doses of salt, oil and sugar at your disposal.
- A staff member will escort guests to their table. Maintenance of the interpersonal security distance between table and table.

Rooms

- In addition to cleaning, a complete disinfection of the room will be carried out between clients, following a documented procedure. Special attention will be paid to equipment with a high level of use or contact (remote control, taps, etc.)
- There is a reduction of decorative objects. The bathroom bin has a lid and non-manual opening. We have removed the bin from the room so that any handkerchiefs, masks, etc. will concentrate on a single one with a lid. The room will be ventilated daily.
- Blanket in the closet will be protected.
- The hair dryer (including the filter) and the hangers are sanitized at the customer's exit.
- In the rooms, priority will be given to ventilation and we recommend that guests ventilate their room while they are there, if the weather permits.

Restaurant

- There will be a hydro alcoholic solution at the entrance of the restaurant, inside and outside.
- A staff member will show your table.
- The waiters will be protected with masks when they are serving.
- Tables and chairs are disinfected between clients.
- Cruets and other items on tables have been removed. It can be ordered with prior disinfection.
- A single-use tablecloth has been chosen on the terrace. If in any case cloth tablecloths are used, this will be washed at a higher temperature than recommended.
- All the tableware material undergoes a sanitizing process using a dishwasher at a temperature higher than the recommended one.
- Cleaning and disinfection of the workstations at each shift change and disinfection of the dataphone after each use.
- Maintenance of the safety distance between table and table.
- The menus are available in digital format, thanks to the availability of QR codes, or in laminated paper format, disinfecting after each use.

Common areas

- The use of the lift will be limited to a single client, family or couple. Special attention is paid to the cleaning and disinfection of common areas.
- Daily ventilation of common areas.
- The common areas toilets have non-manual opening bins.
- Hydro alcoholic gel will be available on the three floors of the establishment.
- Some decorative objects have been removed, as well as books, magazines and newspapers in common use.
- The computer for common use, located on the first floor, has been removed