

Hotels SERHS BCN Guest Procedure

“Relax and feel perfectly
safe in Barcelona this
summer”

www.sershotels.com/



At SERHS Hotels in Barcelona we have spent weeks working on a procedure to guarantee total peace of mind for our guests and hotel staff.

We are now ready to welcome you with some fantastic offers and services to ensure your stay with us is 100% pleasurable.

Our objectives::

- Ensure the safety of our workers and guests.
- Address the need for digital transformation in different parts of our hotels, optimising resources.
- Develop and demonstrate SERHS Hotels' potential to adapt its core business to different paradigms. Qualitative growth of the brand.

NOTE: Our technical procedure is available to all guests on request.

Security, hygienic and social contact measures that allow our hotels to open with confidence and peace of mind.



Reception

Safety and hygiene measures defined in our specific internal procedure for this area.



Apartments and rooms

Cleaning and organisational procedure for apartment and room layouts.



Restaurants and Catering

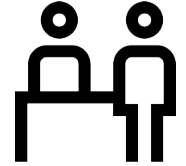
Procedure governing behaviour and hygienic measures in restaurant areas.



Common Areas

Maximum permitted capacity and safety measures in common areas.

1. RECEPTION



- **Maximum capacity:**
SERHS Rivoli Rambla: 20 people
SERHS Carlit: 10 people
SERHS del Port: 20 people
- **Areas are marked out** to ensure compliance with the regulatory safety distance between guests and workers.
- **A specific, regular procedure for cleaning workers' uniforms.** Use of specific products for optimal disinfection.
- **Personal Protective Equipment (PPE)** for workers and visitors in circumstances where it is not possible to maintain a physical distance of two metres: surgical or hygienic masks and hand sanitiser dispensers.
- **Cleaning and disinfection** of surfaces after interacting with each guest: POS, writing materials, computer equipment and peripherals (telephones and headsets).
- We encourage payment by card or other electronic means, preferably contactless methods. Signs with information about this are displayed in the reception area and this is also mentioned in booking confirmation emails.
- **Bins** have foot-operated lids to avoid contact with the surface.
- **Left luggage.** Luggage can be stored grouped by family, with a 50-cm separation from other guests' luggage. All items are disinfected with virucides.
- **Responsible declaration by guests** that they do not have any symptoms of COVID-19.

2. APARTMENTS & ROOMS



- A procedure has been established to avoid cross contamination between soiled and clean textiles.
- Textile materials are reduced whenever possible. All textile materials available will be properly disinfected between guests.
- Waste paper bins in bathrooms are pedal operated and have lids and double bagged to avoid direct contact with the surface. There are no waste paper bins in bedrooms, only in the bathrooms.
- Blankets and cushions have been removed from wardrobes and are only provided at the guest's request. They are stored in individual packaging.
- TV controls. They are arranged in specific bags to avoid direct contact with their surface
- Hairdryer. The hairdryer and its filter are thoroughly cleaned before each new guest. The same applies to hangers in apartments and rooms.
- Decorative items have been removed..
- Cleaning procedure for use in case of contact, covering bed linen and towel services, waste management, repairs to accommodation, food and beverage service, specific rules of conduct for companions.
- Minibar service (where available). All products are disinfected in compliance with Health Department health and hygiene regulations.

3. RESTAURANTS



- Items for general use (cruet sets, drinks machines, among others) have been replaced with single dose packs.
- Safety distances are marked out in bars and buffets to optimise the flow of people, prevent crowds from forming and ensure the safety distance between customers and serving staff.
- We guarantee that multiple use crockery and flatware is washed in dishwashers at a temperature of at least 60°C.
- Physical greeting between workers and guests is to be avoided. The minimum mandatory physical safety distance is to be observed, leaving the maximum possible separation.
- All personal hygiene items, particularly disposable tissues and PPE, must be discarded immediately in the foot-pedal-operated waste paper bins and containers provided for the purpose.
- Menus are available in digital format by scanning a QR code. However, when guests request physical menus, they are properly disinfected after each use.

Bar Service

- **Guests must observe the safety distance.** Service staff wear technical FFP2 masks.
- **Specific signage** is installed to separate spaces occupied by guests and groups of guests at the bar, to prevent crowding and ensure observance of the safety distance.

Table service in restaurant

- **Servers** observe the **safety distance** and apply the strict procedure established to prevent any risk of contamination, with specific, standardised PPI (FFP2).
- **Restaurant furniture.** This is disinfected between guests.

3. RESTAURANTS



Buffet restaurant

When the reopening phase permits the opening of the buffet, the service will be opened in different ways:

- **Room Service (four-star hotels)**
- **Take Away.** Customers can pick up the menu in the restaurant areas.

During the state of alarm, the buffet area will remain closed until it is authorised to open by the health authorities.

When the buffet reopens, restaurants will consider, within their possibilities, an itinerary that ensures the flow of people and prevents crowds. Safety distances will be duly marked.

Terrace Service

- **Guests may not make arbitrary** use of the furniture and fittings on the terrace (tables and chairs), which must be disinfected between persons.
- **Guests must wait to be shown** in and served by the corresponding service staff.
- **Signs are displayed** throughout the area with information about hygiene and disinfection procedures as a reminder to guests.
- **The regulatory approved signs are displayed throughout the terrace** to ensure compliance with the minimum distance stipulated.

3. RESTAURANTS



Kitchen

- **Each worker's workspace** is marked out with signs and equipped with materials that ensure correct hygiene throughout the kitchen area.
- **Before starting each service**, all work surfaces are thoroughly cleaned and disinfected. Handwashing stations are equipped with hand sanitiser dispensers, which are installed throughout the space. Recycled paper is used to dry hands and manually operated bins and containers have been removed.
- **At the end of the day and service**, all work tools and equipment is thoroughly cleaned with effective products, in accordance with hygienic-sanitary regulations in force.
- **Reusable protective screens** are implemented in worker areas.

- All common areas are assigned a maximum capacity, which includes both workers and guests. Each person is allocated four square metres.
- The common areas are the bar, reception, dining room and restaurant services, lavatories, meeting rooms, terrace, staff changing rooms and staff dining room
- Hand sanitisers are available at the entrances to all common and transit areas for use by all guests and staff.
- Shared lavatories have paper towel dispensers or hand dryers. Shared lavatory facilities are cleaned six times every day.
- All waste paper bins are pedal operated and are lined with double bin bags.
- The safety distances to be observed by different groups of guests are duly marked: two metres between tables and in shared waiting areas.

4. COMMON AREAS



Lifts

- Only one family unit may use the lift at any given time, observing the legal capacity. This information is displayed on signs at the doors to the lifts.
- Users must wear masks if they are not members of the same family unit.
- All frequently touched areas (buttons, handrails, etc) are disinfected often.
- Hand sanitiser dispensers are installed by the doors with the corresponding mandatory disinfection signs.

SERHS Rivoli Rambla Barcelona 4*

SERHS Carlit Barcelona 3*

SERHS del Port Barcelona 3*