

# Safe well-being

Protocol of health measures  
for the safety of our guests  
and employees



# Welcome



The **Hotel Termas Marinas El Palasiet** in Benicàssim has always been primarily focused on providing health, peace and quiet for our guests. Our experience, our magnificent facilities, doctors and professional experts as well as the outstanding location of the hotel make it the best place to indulge yourself and enjoy a well-deserved rest.

According to the commitment to excellence we have maintained over the years, we have implemented a strict safety and hygiene protocol in accordance with the current regulations for the enjoyment of our premises with total security.

We are looking forward to your visit to provide the usual wellness with more safety than ever.



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# 1 Reception



**Strict treatment at the hotel entrance and lobby.**

**Exhaustive capacity control and access of the clients**

## Medidas

- Installation of disinfection carpets at the hotel entrances to prevent the entry and spread of polluting agents.  
Distance markers, indicated by vinyls installed on the floor and information bases
- Installation of protective screens at the reception desk to ensure proper separation.
- Availability of hydrogel solution at reception for the use of customers.
- Disinfection of room keys and payment terminals after any use
- Sending of invoices by email after the stay and recommended payment by credit card.

# 2 Common areas



**The frequency of cleaning and disinfection of common areas has been intensified**

## Measures

- High frequency in the disinfection and cleaning of common areas, surfaces and furniture, reinforcing the areas of more traffic such as lifts and corridors.
- Redistribution and elimination of furniture to facilitate the sanitization of the space and ensure that the recommended safety distances are preserved.
- Control of capacity to avoid crowds in the different facilities
- Redistribution of furniture in our terraces to ensure that the recommended safety distances are preserved.
- Implementation of disinfection stations with hydrogel dispensers available for guests.
- Uninterrupted access to information of general interest through displays in reception and common areas.
- Greater frequency in the cleaning of air filters and an increase in the ventilation level of air conditioning systems for air renewal.

# 3 Lifts



**Compulsory use of face masks when the occupants are not members of the same family**

## Measures

- As in all transit areas with a high level of traffic, special care will be taken in the access and landing areas of the elevators.
- The recommendation is to use the stairs to access the different floors of the hotel.
- Only one person is allowed for each trip, unless the occupants belong to the same family unit or face masks are used.
- The number of people allowed for each trip will be determined by the size of the elevator or the current regulations
- Exhaustive cleaning of surfaces, buttons and contact points.

# 4 Rooms



**The cleaning and sanitization of the rooms will be carried out exhaustively, through the use of virucidal products approved by the laws in force**

## Measures

- Decoration and common use items such as cushions, bed step stools, stationery articles, which interfere with the disinfection tasks, will be removed.
- All elements will receive disinfection and cleaning treatment using products authorized and registered by the Ministry of Health, with special attention to those with high level of manipulation, including door knobs, phones, minibar cabinets, hangers...
- The television remote controls will be especially protected for the exclusive use of each guest.
- Bed linen will be washed at a temperature above 60 degrees to ensure complete disinfection.

# 5 Swimming pools



**A safety distance of at least 1,5 meters will be preserved between deckchairs**

## Measures

- Capacity control according to current regulations.
- A safety distance of at least 1,5 meters will be preserved between deckchairs.
- Deckchairs will be disinfected after every use.
- The solarium will be disinfected at the end of each day.
- The hygienic levels of the swimming pool water will be checked several times a day.



# 6 Catering



**QR Code food and drink menus will be available to avoid manipulation and contact**

## Measures

- The restaurant capacity will be limited to avoid crowds and the distance between tables will be increased.
- The breakfast buffet has been modified to breakfast a la carte and assisting staff to serve the food to avoid contact and manipulation by customers.
- QR Code food and drink menus will be available to avoid manipulation and contact.
- Crockery, cutlery and glassware will be washed at 80 degrees and protected for handling.

# 7 Thalassotherapy



**Previous appointment required to control the maximum capacity limits**

## Measures

- Previous appointment required to control the maximum capacity limits.
- The use of masks is mandatory to gain access to premises
- The use of bathing caps and flip-flops is mandatory, we recommend using diving goggles
- The hygienic levels of the swimming pool water will be checked several times a day
- Chairs and deckchairs will be disinfected after every use.
- Dressing rooms will have a limited capacity according to current regulations
- The use of toilets will be restricted according to current regulations

# 8 Health-Aesthetics



**Appointments are subject to reservation, and the interval between them will be long enough to carry out the disinfection after every session**

## Measures

- Compulsory use of face masks while in consultation
- By Previous reservation only, please call 964 300 250
- Disinfection both in treatment rooms, tools and therapeutic equipment in use
- The treatment couch will be covered with a single-use disposable sheet.
- All our professionals will be duly equipped to preserve the measures of security and hygiene.

# 9 Staff



**The hotel staff will be provided with the necessary security measures for their protection**

## Measures

- All our employees are trained in the procedures and use of the new security measures.
- All our employees will be protected by means of specific personal protective equipment (PPE).
- They will have enough time and resources for the proper hand hygiene with soap and water or hydrogel solution.
- The workers are informed on the proper use and maintenance of masks, gloves, and the PPE which is being used.

# Thanks!



**We are looking forward to your visit to offer the usual wellness with more safety than ever**

## Important note

At El Palasiet we are very proud of the confidence our guests have placed in us over all these years, thanks for choosing us!

**All the measures detailed in this document are subject to change and modifications depending on the evolution to new scenarios and the incorporation of new regulations.**





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