



HOTEL CIUTAT DEL PRAT

EL PRAT DE LLOBREGAT - BARCELONA

MEASURES FOR A SAFE STAY

With greater peace of mind than ever!



SALLÉS
HOTELS

Your right to 100% safe stay

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.



Hotel Ciutat del Prat 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

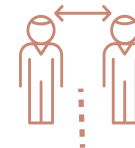
General Actions



First aid kit.



The staff follows all the security protocols suggested by the local authorities.



The rules of physical distancing are followed.



Use of cleaning products that are effective against the coronavirus.



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.



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



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.



Customers can cancel the cleaning service of their accommodation during their stay.



Bed linen, towels and other laundry are washed as directed by local authorities.



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.



Accommodation will be sealed after cleaning.



Dining



Disinfection of hands at restaurant entrances



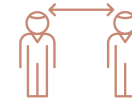
Removal of physical menus and use of digital systems.



Shifts established for lunch and dinner



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



Limited access to the buffet.
Spaces not overcrowded.

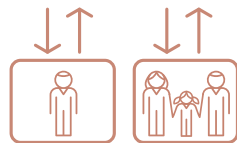


Mandatory use of mask and gloves for the buffet service.



Buffet with safety measures.
Breakfast buffet with individual portions and packaged products.

Communal areas



Use of lift exclusively individual or per family



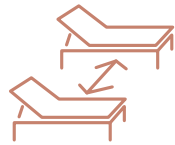
Limited capacity and spaces with no overcrowding guaranteed.



Increased cleaning and disinfection of the floors throughout the hotel complex



Pool area



Separation of loungers and 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



Use in shifts on request



Disinfection of hands at the entrance.



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



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