

Covid-19 Health and Safety Policy



Following the recommendations of the **WHO** and **Spanish authorities**, at Vila Sen Vento we have set out and implemented an action protocol, in order to prevent the virus from spreading and to ensure the maximum peace of mind for our guests during their stay:

- 1. Check-in and check-out** are carried out **remotely** in order to avoid direct contact:
 - ✓ Before you arrive, you will receive a **video** explaining all that you need to know for your stay, and you will be asked for a photo of the **ID** card (both sides)/passport of all the guests
 - ✓ You will find the **keys** in the door of your accommodation
 - ✓ You can **pay** for any pending expenses by bank transfer
 - ✓ If you have to pay in **person**, our staff will respect social distancing with the client; hydroalcoholic gel and polyethylene gloves will be available in reception
- 2.** We apply a **free cancellation policy** for circumstances beyond your control related to Covid-19, such as mobility restrictions, quarantine, confinement... We can change your booking for a later date or return the full amount of the booking.
- 3.** We have updated our **cleaning and disinfection procedures**:
 - ✓ Our **cleaning staff** will wear nitrile gloves, a face mask and an anti-saliva face screen whenever necessary.
 - ✓ Their **cleaning equipment** will include: hydroalcoholic gel, scouring pads, sponges and specific rubbish bags, as well as disinfectant products: Magnolia floor cleaner with bio-alcohol (ServiHostel), Cristalín window cleaner (Eurosanex), Ultra-industrial hand washing-up liquid (ServiHostel), 20% bleach solution and authorised virucidal products ("Deterlejía" by ServiHostel and Cleaning liquid with hypochlorite and perfume).
 - ✓ On entering the room, the cleaning staff will **air** the room during cleaning.
 - ✓ They will **thoroughly disinfect surfaces**, door handles, remote controls (TV and heating/air conditioning), handrails, switches, taps, wardrobes, fridges, kitchen utensils, as well as all objects that are handled frequently.
 - ✓ They will steam clean **soft surfaces** (sofas, curtains, mats, cushions, corners...).
 - ✓ **Dishes** will be washed in a dishwasher at maximum temperature and coffee makers will be disinfected (the water container will be washed in the dishwasher).
 - ✓ **Household linen** will be washed in an industrial washing machine at more than 65°C for 40'.
- 4.** While carrying out their work, our staff will respect **social distancing** and use **hydroalcoholic gel** to disinfect their hands.



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5. The **restaurant** will **only open for bookings** in order to avoid crowding. We will deliver any breakfasts, lunches or dinners you order to your accommodation.
6. The **maximum capacity** permitted in all our accommodations will be subject, at all times, to the rules established by the health authorities.
7. Guests are reminded of the important of **good personal hygiene**: in all the bathrooms there is Sabomans (Eurosane) hand gel and signs with recommendations for thorough hand cleaning. There is hydroalcoholic gel available for your use in all common areas.
8. **In the swimming pool:**
 - ✓ The **common areas** are disinfected daily using biocides.
 - ✓ Each accommodation has its own **hammock(s) assigned**, identified by a sign. Each guest will be sent a photo of their area. Please do not use the areas assigned to other accommodations and respect social distancing at all times.
 - ✓ The **common toilet** is for the exclusive use of Piñeiro guests (please ask us for the key). Cabin and villa guests are asked to use the toilet in their own accommodation.
9. In the rest of the **common facilities**:
 - ✓ The **pool bar** will be closed until further notice.
 - ✓ **Bikes** are cleaned and disinfected after each use. Please do not touch the bikes if you are not going to rent them.
 - ✓ You can request **sports equipment** (paddle tennis rackets, balls...) from our staff, who will disinfect it after each use.
 - ✓ Until further notice, the two **elastic beds** will be for the exclusive use of each villa, in order to ensure their disinfection after being used by each group of guests.

