



# Health Safety

Fairplay Golf & Spa Resort 5\* Health and Safety Protocol

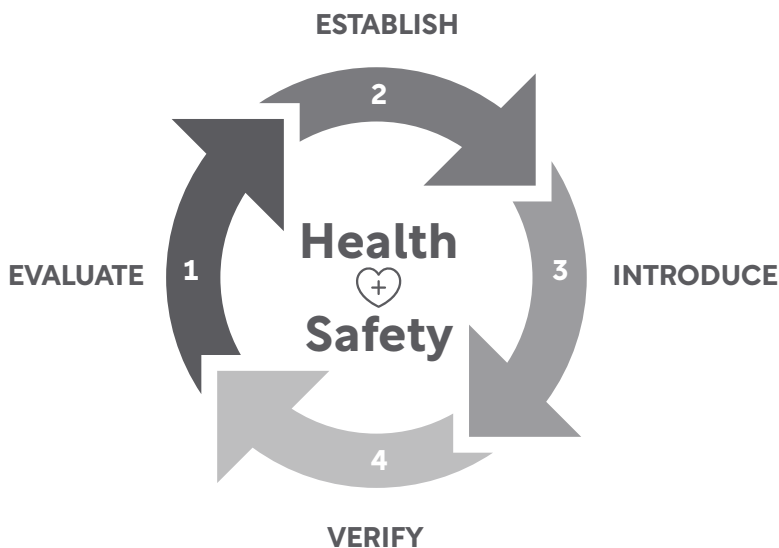
## 00. Introduction

Given the exceptional situation generated by Covid19, Al Sur team is taking all the necessary measures in order to guarantee the safety of our facilities, protecting both our guests and clients and our workers.

We have evaluated potential risk situations by department and therefore common safety and health standards have been established. We have also created a safety committee who have put in place adequate strategies in order to minimize risks.

The measures taken are described in this document, which we can use as a guideline for clients and collaborators interested in learning about them.

Due to the health crisis created by the COVEID-19 pandemic, both the information and the legislation related to its prevention might be modified as new scientific discoveries emerge. That is why this document will be updated, to the new situations that are occurring in the evolution of disease.



**Health** + **Safety**

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# 01.

## Special measure for Fairplay Golf & Spa Resort workers

### Commute to work . . . . .

In the event that the employee, before he/she leaving home, presents feverish signs, the temperature he/she will be taken at his/her home and if it is higher than 37.5°C, he will call the personnel department and report his absence from work. The human resources department will call the company doctor who will be in charge both employee and afterward will inform the Epidemiology Service of its Autonomous Government.


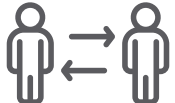



The uniform will be used exclusively within the Al Sur facilities, as established in current regulations. Upon arrival at the workplace, they must deposit in a bag the clothes they wear, understanding that they will not be able to leave the workplace in uniform.

Upon arrival at the hotel, after changing clothes and putting on PPE, the temperature of each worker will be taken and recorded. In case of showing a temperature equal to or greater than 37.5°C. the person will not be allowed to enter the worksite.

Uniforms and work clothes should be washed daily at a minimum temperature of 60°C.

### Workplace . . . . .

The entire team will carry out specific training in the prevention of the coronavirus prior to joining the job. In addition, special emphasis will be placed on the following points:

 <b>Frequent hand washing or use of hydroalcoholic gel</b>	 <b>Keep a physical distance between each other throughout the Resort</b>	 <b>Disinfection of individual and collective equipment</b>
 <b>Use of PPE and security equipment</b>	 <b>Recycling waste</b>	

The staff of Fairplay will have hydroalcoholic gels for their exclusive use.

The use of the staff rooms will have a restricted capacity in order to maintain all the security measures

## 02.

### Special measure throughout the Resort

Disinfecting Foot mats.

- Capacity reduced in common areas, gymnasium, pool, bars and restaurants in order to guarantee physical distancing measures of 2 meters.
- Slot and shifts will be established for Breakfast and dinner services,
- Dosers and prevention kit: hydroalcoholic solution dosers will be placed in common areas., golf shop, spa, gymnasium, bars, restaurants etc.
- Prevention kit (mask, disinfecting wipe and gloves) will be available in guests 'rooms.
- Guest' temperature being checked upon entering at the reception (Hotel, Spa & Golf) using a non-contact thermometer.
- Withdrawal of magazines, newspapers, directories and bins in common areas, and rooms
- Protective screens: Install protective screen at the hotel reception, golf shop and spa reception.
- Implement physical distancing measures of 2 meters throughout the hotel, Golf and Spa.
- The following services are temporarily unavailable:
  - ⊗ Minibar service in the room.
  - ⊗ Internet point for guests in the lobby.
  - ⊗ Sauna and hammam
  - ⊗ Valet Parking
  - ⊗ Turn-down services at the hotel (rooms and suite).
  - ⊗ Golf specifics: golf course bathrooms, water fountains, ball washers, rakes, golf locker rooms & club room.
- Specific use, reservations, cleaning and disinfection of hotel services: spa, golf (buggies, trolleys, etc.), hammocks, gym, billiards, bicycles, tennis rackets, luggage, etc.
- Implementation of digital directories using QR codes for restaurant menus, or spa treatment program.
- In case of not having electronic devices, the information will be provided in laminated letters that will be disinfected after each use

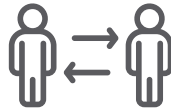
## 02.

### Special measures throughout the Resort

· New signage system to inform our customers of new uses and of the need to maintain a new secure interpersonal distance



Wash your hands frequently



Please keep a safe distance  
Of at least 2 meters



Cough or sneeze into  
your elbow or handkerchief



Avoid contact  
direct with other guests



Avoid touching your face,  
eyes nose and mouth



Use the mask in  
common areas

· New cleaning and disinfection protocols, including increased frequencies in common areas and a specific schedule for rooms.



Cleaning on request: our guests may decide whether to use the cleaning service during their stay. The cleaning of the room will always be done in the absence of the guest.



Non-essential elements such as decorative object, magazines and brochures are removed from the rooms. Landry bags (If needed, please contact reception).



Increased frequency cleaning in room and common areas.

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## 02.

### Special measures throughout the Resort

- We adapt the buffet, increasing show cooking and individualized cuisine.
- New services, we increase our offer:



“Take away by Fairplay”, so that our guests can enjoy their food wherever they want (beach, room, etc)



“Sun & snack”, to enjoy our Selection of dishes using The hammock by the pool.

Fairplay Golf & Spa Resort  
La Torre, 80, 11190  
Benalup-Casas Viejas  
Cádiz | Andalucía | Spain

reservas@fairplayresort.es  
+34 956 424 824 Ex. 1

[www.fairplayresort.es](http://www.fairplayresort.es)

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