



Instructions and measures for safety and hygiene
to ensure the safety of our customers and employees

FUERTE GRÔUP
HOTELS

www.safetyfirst.fuerte-group.com



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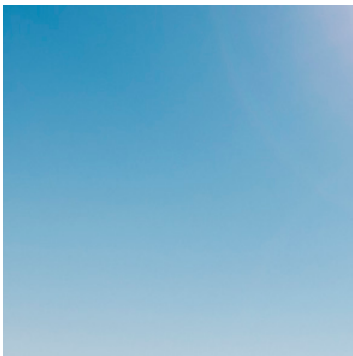
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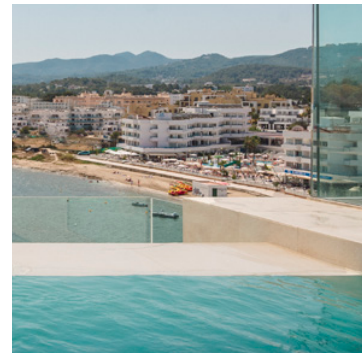
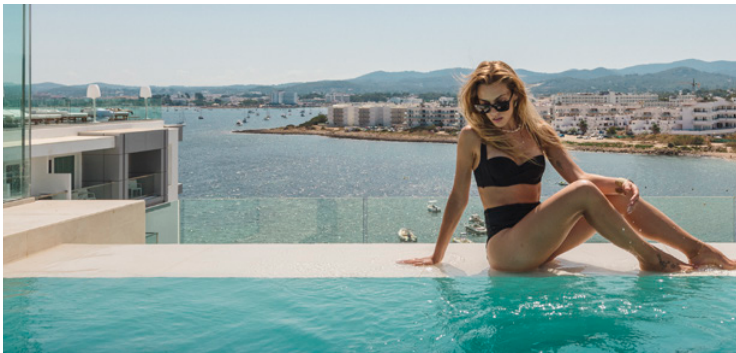
C O M M I T M E N T

Our highest priority has always been to guarantee the health and welfare of our employees and guests, committing to high quality standards that define the essence of our brand.

Therefore, in addition to following the recommendations of the competent authorities and the World Health Organization, we have launched a strict protocol for safety and hygiene measures to ensure that you can enjoy a well-earned break without worry-free and safely. Because taking care of you is our greatest satisfaction.



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R E C E P T I O N

At the entrance of the hotel, they will have access to hand sanitizers and a sanitizing disinfectant mat. All objects and surfaces in transit areas that may be manipulated or contaminated by different people will be disinfected, at least every two hours.

To avoid contact, guests will be provided with a care line to answer any questions during their stay. In the elevator, the maximum occupancy will be limited. To ensure that measures are being carried out to protect your safety, the new entry time will be at 3:00 pm, and the exit time will be at 11:30 am.

- 1 Online check is implemented
- 2 We are placing hand sanitizer at the entrance
- 3 Maintenance of the safety distance will be controlled
- 4 Installation of bulkheads
- 5 The use of the hotel app to consult information and schedules will prevail





O N L I N E C H E C K - I N

Available for reservations made through our websites or the reservation center. A few days before your arrival, you will receive an email inviting you to check in online. Fill in your details and those of the people hosted with you.

From the moment you arrive at the hotel, you only have to identify yourself at the priority counter and our reception team will have your room card ready.





R O O M S

In addition to cleaning, a complete disinfection of the room will be carried out between clients, with special attention to equipment with a high level of use or contact.

All items used for disinfecting a room will be safely disposed. Space free of non-essential elements, such as decorative objects, magazines, etc.; and a hand-sanitizer dispenser is included in each room.

Both the room service menu and the directory will be accessible from your mobile through a QR code.

- 1** Complete cleaning and disinfection of the room
- 2** Daily ventilation of at least 5 minutes
- 3** Hangers will be sanitized between clients
- 4** The room service menu will be accessible from your phone through a QR code
- 5** Non-manual opening bins will be available
- 6** Each room will include a hand-sanitizer dispenser





B U F F E T

Capacity limited by shifts. Mandatory hand disinfection at the entrance.

Tables covered by single-use tablecloths and cutlery will be arranged on the table.

Single doses of vinegar, salt, oil, sugars, etc. at your disposal and removal of decorative elements.

We offer our buffet in a space with a protection screens and individual servings. Guests must wear gloves and a mask to approach the food area.

- 1 An itinerary is established to avoid crowds
- 2 Disinfection of hands will be mandatory at the entrance
- 3 Single-use tablecloths will be used
- 4 Security measures adapted to each hotel specifications
- 5 Single doses of vinegar, salt, oil, etc. will be at your disposal





B A R / R E S T A U R A N T

Mandatory hand disinfection at the entrance. Removal of decorative elements and prioritization of individual portions.

Limited capacity and maintenance of the two-meter interpersonal security distance between table and table.

Gastronomic offers accessible in digital format. Availability of QR codes on the tables to link directly to the menu of the sale point on your mobile. Additionally, sale points will have blackboards or stands to inform about gastronomic offers.

- 1 Disinfection of hands will be mandatory at the entrance
- 2 Regular cleaning and disinfection of workstations
- 3 Displaying posters with hygiene and disinfection guidelines
- 4 Single-use tablecloths will be used
- 5 Maintenance of the safety distance between tables
- 6 Capacity control
- 7 Gastronomic offer accessible digitally through a QR code





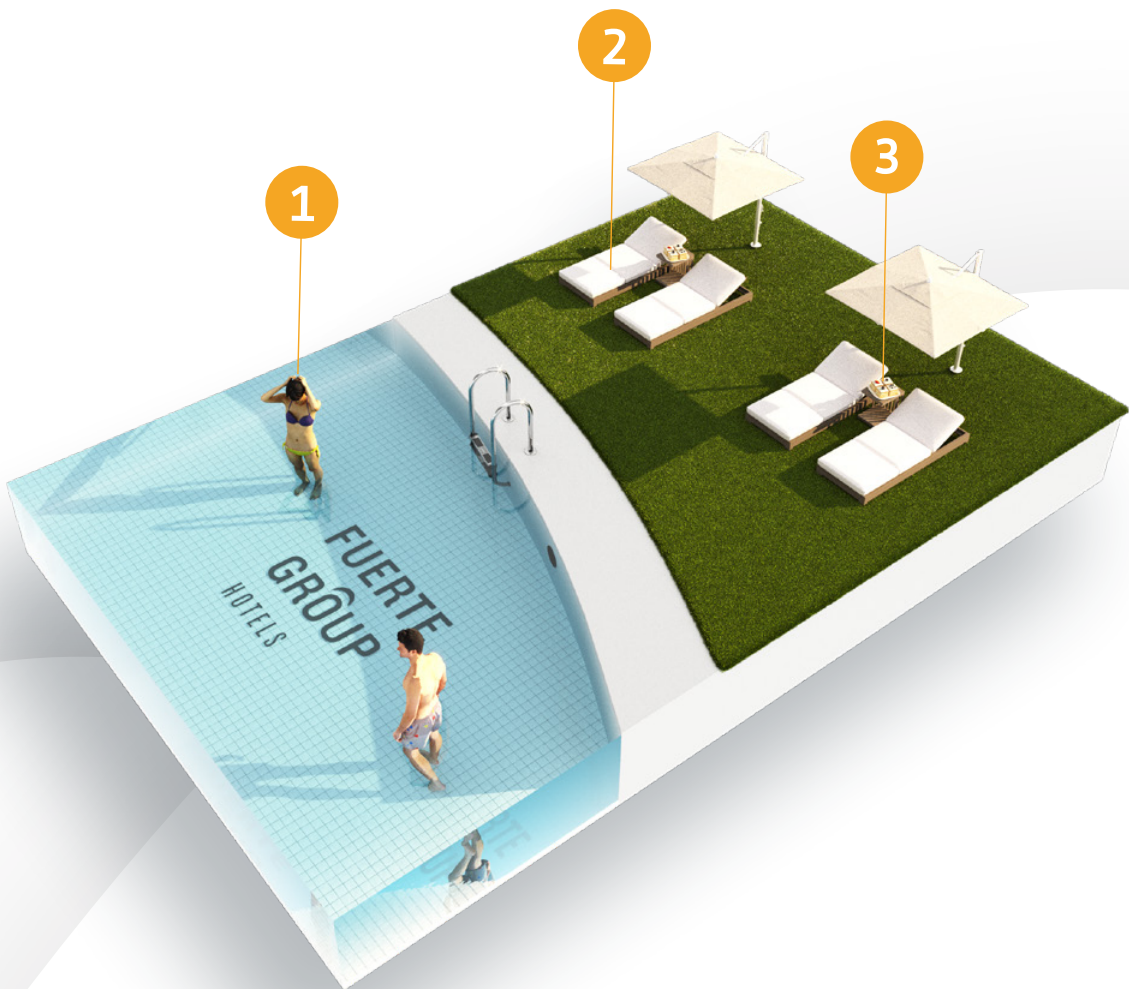
S W I M M I N G P O O L

Deckchairs and umbrellas will be separated and the need for a card to change wet towels at the end of the bath session is removed.

The frequency of cleaning and disinfection in swimming pool and Jacuzzi areas is reinforced, and appropriate water disinfection products will be used for the current situation.

- 1 Frequency of cleaning and disinfection tasks will be reinforced
- 3 Food and drink service on the beach is maintained

- 2 Deckchairs and umbrellas will be separated





A N I M A T I O N & F O R T I C L U B

Activities in downsized groups. Whenever it is possible, activities will be conducted outdoors and the exchange of objects will be avoided.

Availability of hand-sanitizers dispensers.

All of the equipment will be disinfected after each use and a period of no activity between sessions/classes will be ensured for the cleaning and disinfecting the room.

1 Promotion of outdoors activities in small groups

2 Hand sanitizer at the entrance and disinfection of materials





S P A

Specific disinfectant material and continuous cleaning of surfaces.

Availability of hand sanitizers and disposable towels.

Mandatory use of gloves and masks for therapists and clients.

Use of reception-controlled lockers. Cleaning and disinfection after use.

Cleaning and disinfection of the cabins after each use. Sterilization of work utensils and maintenance of water disinfection levels to the maximum permitted.

Changing rooms will be closed for multiple use and attendance at toilets and bathrooms will always be individual and will be sanitized after each use.

1 We are placing hand sanitizer at the entrance

2 Sterilization of utensils and water disinfection

3 Capacity control and displaying posters with preventive advice





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