

CUSTOMER EXPERIENCE PROTOCOL

COVID19- VINCCI HOTELES



[vinccihoteles](https://www.vinccihoteles.com)

WE TAKE CARE OF OUR GUESTS

COVID19 customer experience protocol- VINCCI HOTELES

At Vincci Hoteles, in response to the current situation, we have been working tirelessly on various areas of activity, strengthening the high standards of hygiene and well-being we already had, to adapt to the needs of our guests, improve their travel experience and offer them the necessary care throughout their stay.

A plan in which health and disinfection standards are raised even higher, broadening and enhancing protocols with the sole aim of ensuring our guests and employees are cared for, in the context of the new challenges we face.

OUR GOALS

1

To take care of our guests

2

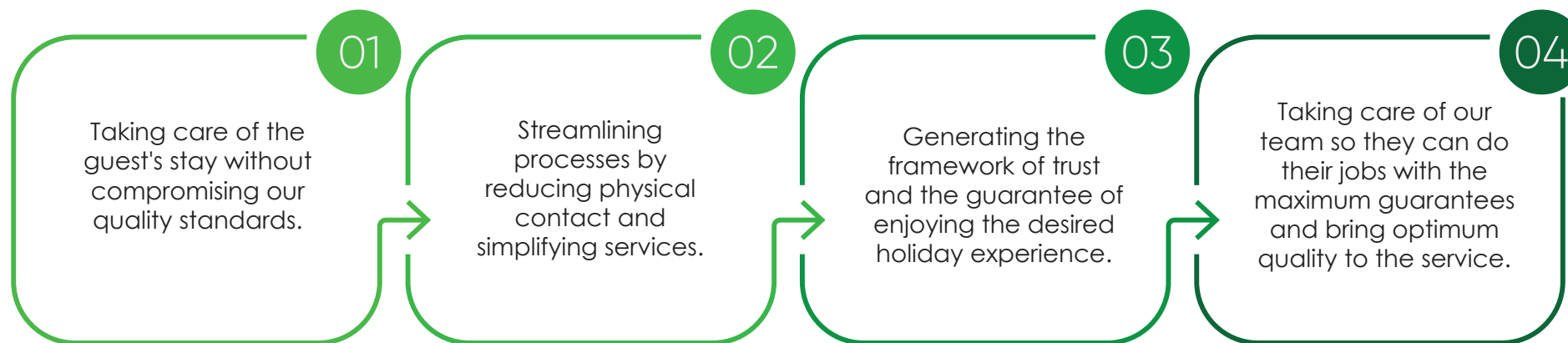
To take care of what matters to our guests

3

To take care of the people who take care of our guests: our workforce

**VINCCI HOTELES
TAKES CARE OF YOU**

OUR COMMITMENTS: CONTRIBUTING VALUE

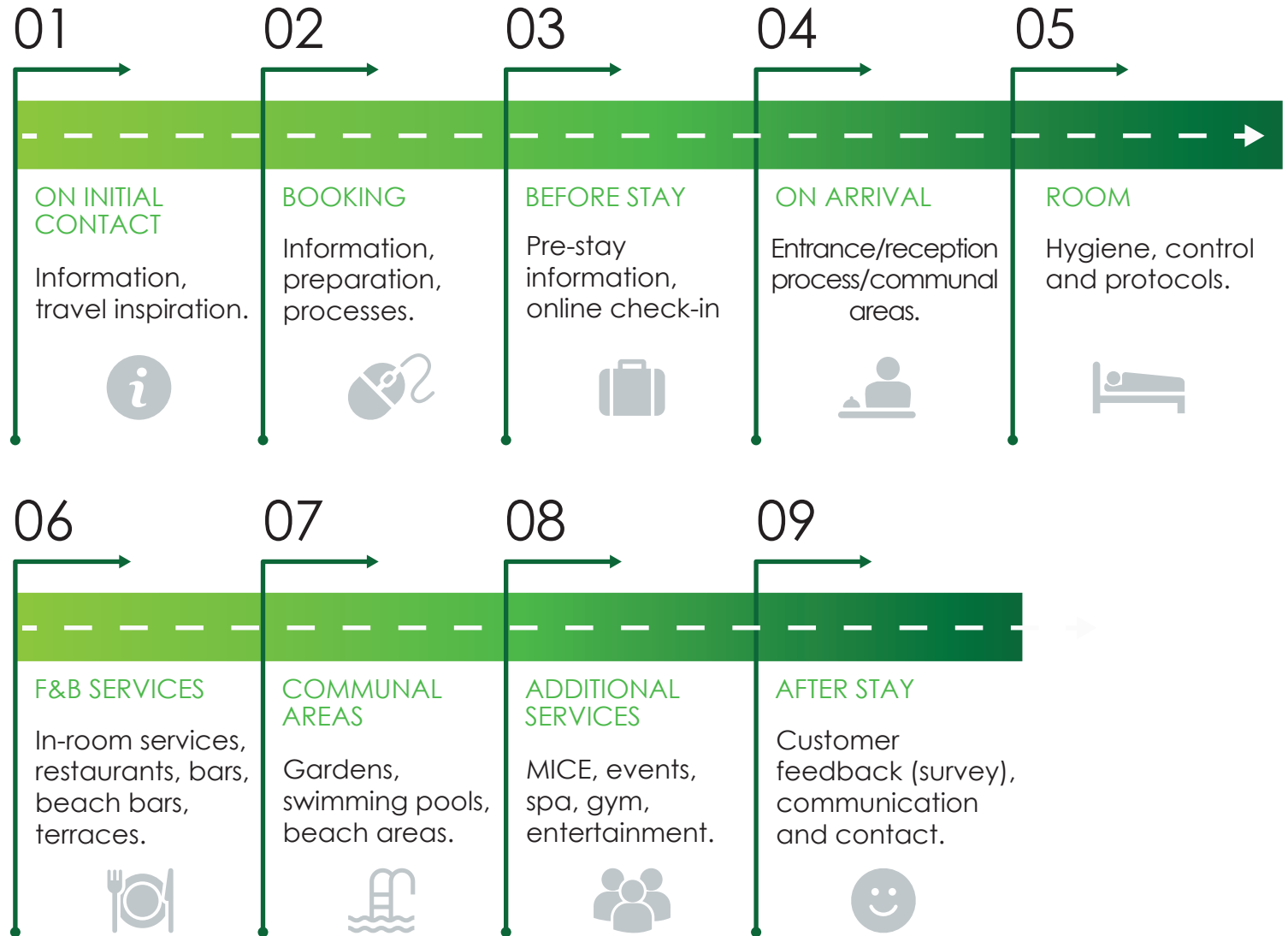


NEW PROCEDURES: THE MAXIMUM GUARANTEES

- ✓ Official certifiers: Bio9000
- ✓ Certified suppliers
- ✓ Specialised multidisciplinary in-house team: safety committee
- ✓ Continuous improvement: Customer feedback/internal survey system
- ✓ Pilot establishments: testing measures
- ✓ Strict internal audits
- ✓ Continual training: hygiene, health and safety standards.

EACH CONTACT:

A protocol that takes care of and adds value to the guest's experience



**EACH ACTIVITY AREA:
ADAPTED WITH SPECIAL MEASURES**



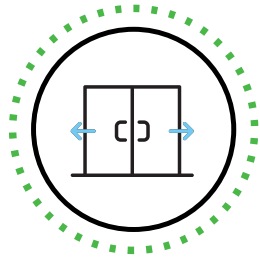
RECEPTION & WELCOME



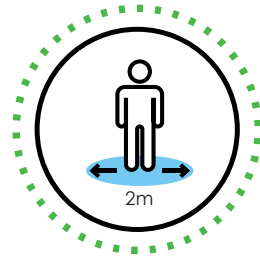
Detailed information on guest measures.



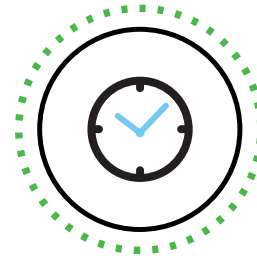
Medical services and local assistance information.



Automatic door opening.
(consult hotels)



Limited capacity and social distancing.



Marking out of safe waiting areas.



Reception service - zero contact - protective screens.



Body temperature monitoring.



Staff uniform sanitisation.



Personal protective equipment (PPE) for staff.



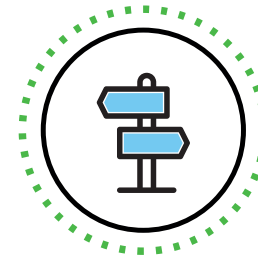
Disinfection of fabrics and reduction of dry-clean-only textiles.



Provision of disinfectants.



Constant disinfecting of shared use items.



New specific social distancing signage, best practices and guest circulation.



Constant ventilation of spaces.



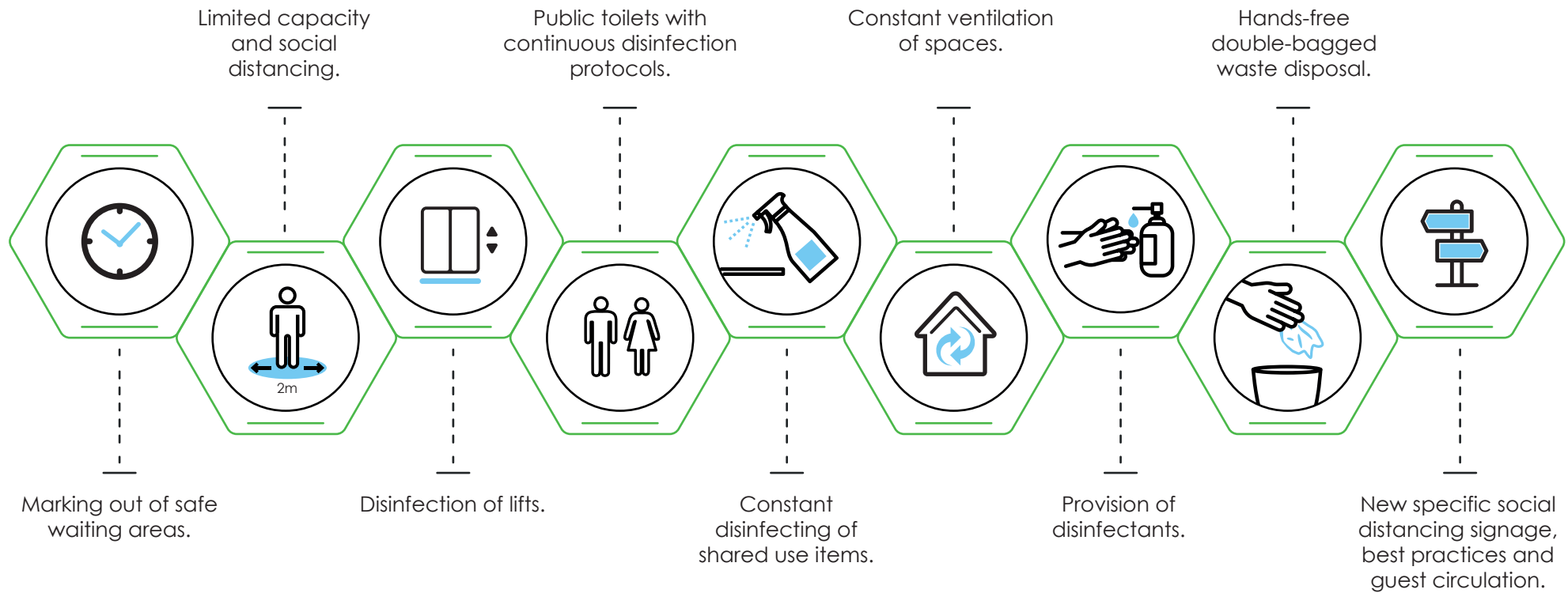
Continual training on hygiene, health and safety standards.



Promoting Safe Pay: cards, mobile payment.



COMMUNAL AREAS



ROOMS



Personal protective equipment (PPE) for staff.



Sanitising linen washing.



Thorough ventilation of rooms.



Room cleaning while guest is not present.



Staff uniform sanitisation.



Hairdryers removed - sanitised hairdryers available on request.



Sealed toiletries now include unit of sanitiser.



Modification of hygiene and safety procedures, STIQK PROCESS, S.L.



Removal of wastepaper baskets from rooms, leaving only bin in bathroom.



New laundry protocols, preventing cross contamination.



Continual training on hygiene, health and safety standards.



Use of new, safer, more hygienic materials and elimination of paper items.



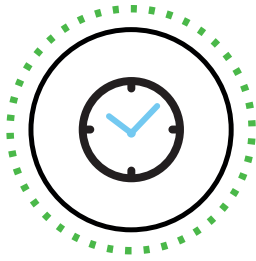
Disinfection of non-washable fabrics and reduction of dry-clean-only textiles.



FOOD AND RESTAURANT SERVICES



Constant ventilation of spaces.



Marking out of safe waiting areas.



Provision of hand sanitiser at entrance.



Personal protective equipment (PPE) for staff.



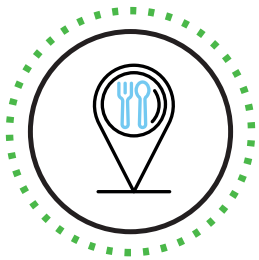
Disinfection of bedding, material, table linen.



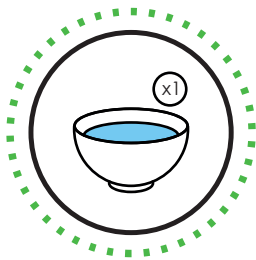
Service - zero contact - customer choice.



Elimination of shared-use items.



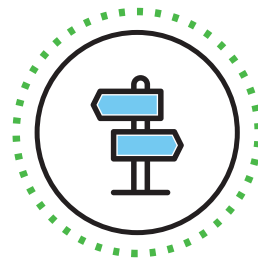
Restricted opening hours, points of sale and monitored capacity.



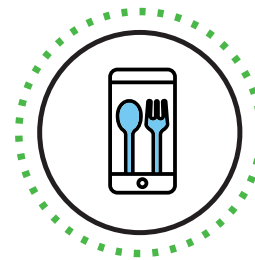
Design of new presentation formats.



Automation of processes.



New specific social distancing signage, best practices and guest circulation.



Virtual bookings through the APP.



New culinary concepts. Food market buffet service, room service.



Safe delivery service for all F&B services.



Promoting Safe Pay: cards, mobile payment.



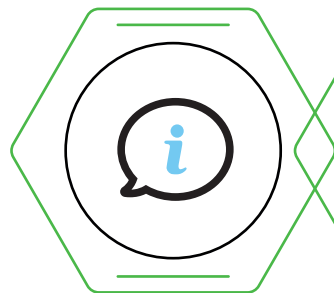
Staff uniform sanitisation.



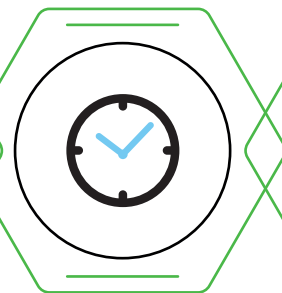
Minibar service adapted.



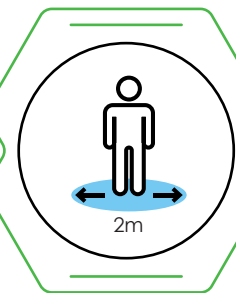
SWIMMING POOLS



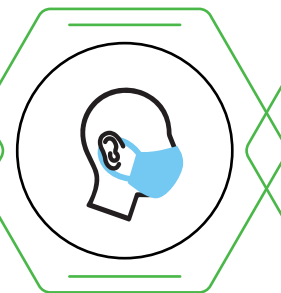
Detailed information on guest measures.



Marking out of safe waiting areas.



Limited capacity and social distancing.



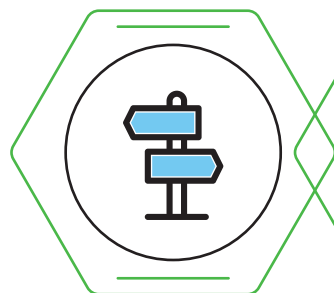
Personal protective equipment (PPE) for staff.



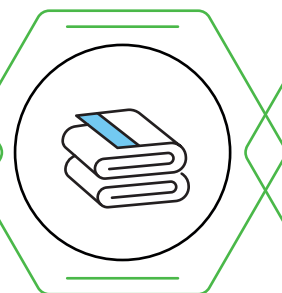
Staff uniform sanitisation.



Provision of disinfectants.



New specific social distancing signage, best practices and guest circulation.



Towels must be used on all outdoor equipment: hammocks, sun loungers, chairs.



Constant ventilation of closed spaces: locker rooms, bathrooms, etc.



Strict pool water quality testing: Royal Decree 742/2013 COVID CONTINGENCY PLAN.



Use of hands-free double-bagged wastepaper baskets.



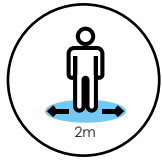
Constant disinfecting of shared use items: sun loungers, parasols.



SPA



Personal protective equipment (PPE) for staff.



Marking out of safe waiting areas. Limited capacity and social distancing.



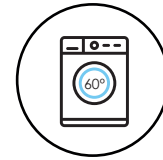
Thorough ventilation of spaces.



Provision of hand sanitiser at entrance.



Constant disinfecting of shared use items.



Staff uniform sanitisation.



Customers will be required to sign a statement of health.



Promoting Safe Pay: cards, mobile payment.



Adaptation of hydration stations to current regulations.



Use of hands-free double-bagged wastepaper baskets.



Towels will be required for all outdoor equipment.



Cleaning and disinfecting tasks recorded daily.



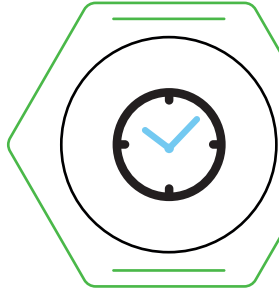
Hairdryers will no longer be provided for general use.



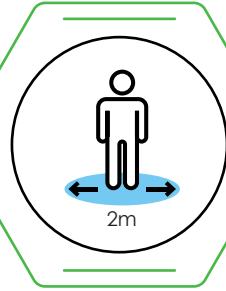
New specific social distancing signage, best practices and guest circulation.



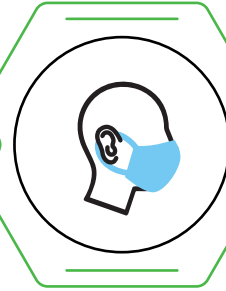
ENTERTAINMENT AND CHILDREN'S AREAS



Marking out of safe waiting areas.



Limited capacity and social distancing.



Personal protective equipment (PPE) for staff.



Staff uniform sanitisation.



Provision of disinfectants.



New specific social distancing signage, best practices and guest circulation.



Cleaning and disinfecting tasks recorded daily.



Permanent ventilation of closed spaces.



Shows attracting crowds should be restricted.



Use of hands-free double-bagged waste paper baskets.



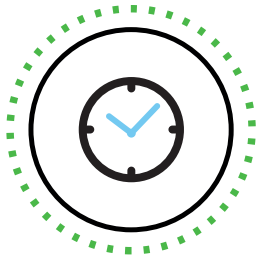
Constant disinfecting of shared use items.



GYM



Constant ventilation of spaces.



Marking out of safe waiting areas.



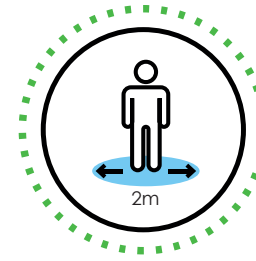
Provision of hand sanitiser at entrance.



Personal protective equipment (PPE) for staff.



Constant disinfecting of shared use items.



Limited capacity and social distancing.



Use of hands-free double-bagged wastepaper baskets.



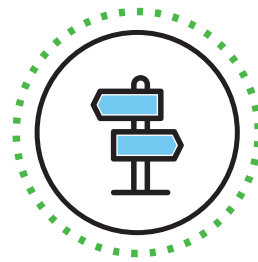
Cleaning and disinfecting tasks recorded daily.



Use of locker rooms not allowed.



Promoting outdoor classes.



New specific social distancing signage, best practices and guest circulation.



Staff uniform sanitisation.



Group classes, 2x2 space excluding the teacher. Places marked on floor. Avoid contact exercise.



Water fountains only allowed if pedal operated.



Mandatory use of activewear for sports.



Mandatory use of towel on equipment.



Equipment must be wiped down after use.

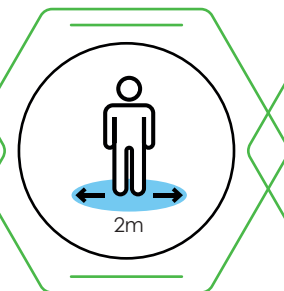


IN-HOUSE SERVICES

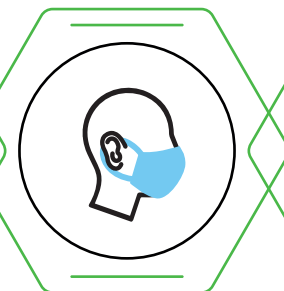
BACK OFFICE



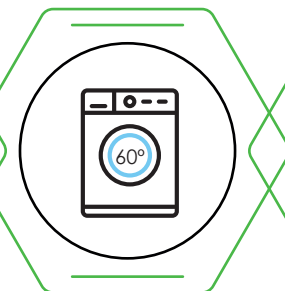
Body temperature monitoring.



Limited capacity and social distancing.



Personal protective equipment (PPE)



Staff uniform sanitisation.



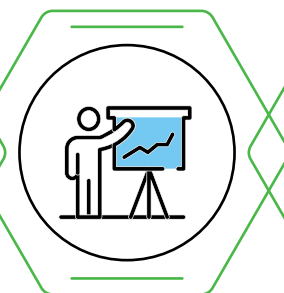
Provision of disinfectants.



New specific social distancing signage, best practices and staff circulation.



Digitalisation of administrative processes.



Continual training on hygiene, health and safety standards.



Use of hands-free double-bagged wastepaper baskets.



Constant disinfecting of shared use items.

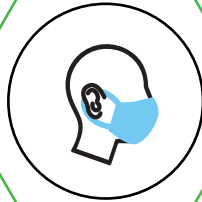
STOREROOM



Continuous disinfection of area where goods are deposited.



New protocols with suppliers of incoming goods.



Personal protective equipment (PPE)



Staff uniform sanitisation.



Remove secondary and tertiary packaging from incoming goods.



Disinfection of packaging of goods stored prior to storage.



Selection of certified suppliers.

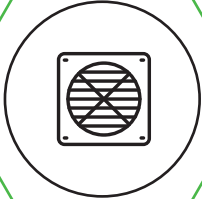


Separation between incoming goods area and the rest of the areas in the hotel.

MAINTENANCE



Increased frequency of checks on critical amenities.



Prevention plan for refrigeration, air conditioning and water systems.



Personal protective equipment (PPE)



Staff uniform sanitisation.



Continual training on hygiene, health and safety standards.



Selection of certified suppliers.



EVENTS

PROTECTION AND SECURITY SYSTEMS



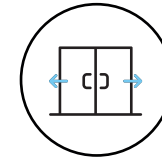
Personal protective equipment (PPE) for staff.



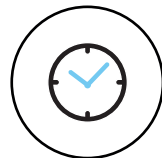
Staff uniform sanitisation.



Information for customers on medical and local assistance services.



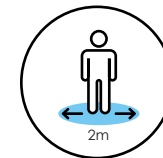
Automatic doors at hotel entrance.
(consult hotels)



Marking out of safe waiting areas.



Body temperature monitoring
(on request)



Social distancing checks
(on request)



Selection of certified external suppliers.



EVENTS

HYGIENE AND DISINFECTION



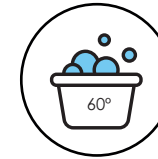
Provision of
disinfectants.



Constant
disinfecting of
shared use
items.



Thorough
ventilation of
spaces.



Sanitising linen
washing.



Disinfection of
non-washable
fabrics and
reduction of
dry-clean-only
textiles.



Special areas
(toilets,
entrances, etc.)
with additional
sanitising
cleaning service
and clean seal.



Specific
hygiene
standards plan
in accordance
with HACCP.



Staff will ensure
compliance with
hygiene
regulations.



EVENTS

SPACE LAYOUTS AND DISTRIBUTION



Staggered entry and exit of attendees.



Proper signage showing incoming and outgoing flow for events.



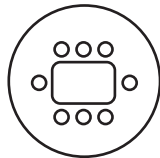
Entry and exit registration for events - zero contact -



Cloakroom and additional services - zero contact -



Individual work kit for each attendee.



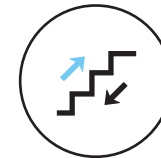
Maximum flexibility in types of layout.



Redesign of Meeting rooms adapted to the COVID 19 recommendations.



Seating layouts with distance checks (on request)



Duly marked movement areas with marked circulation flows.



EVENTS

F&B SERVICES



Zero contact service upon client request.



Design of new presentation formats: individual formats, single dose.



Disinfection of cutlery, material, table linen (washed at over 60°)



New culinary concepts and flexibility on menu suggestions.



Safe delivery service for all F&B services.

DIGITALISATION & INFORMATION



Detailed information on guest measures prior to event, specific measures.



Digital and interactive information on the event via the corporate app.



New specific social distancing signage, best practices and guest circulation.

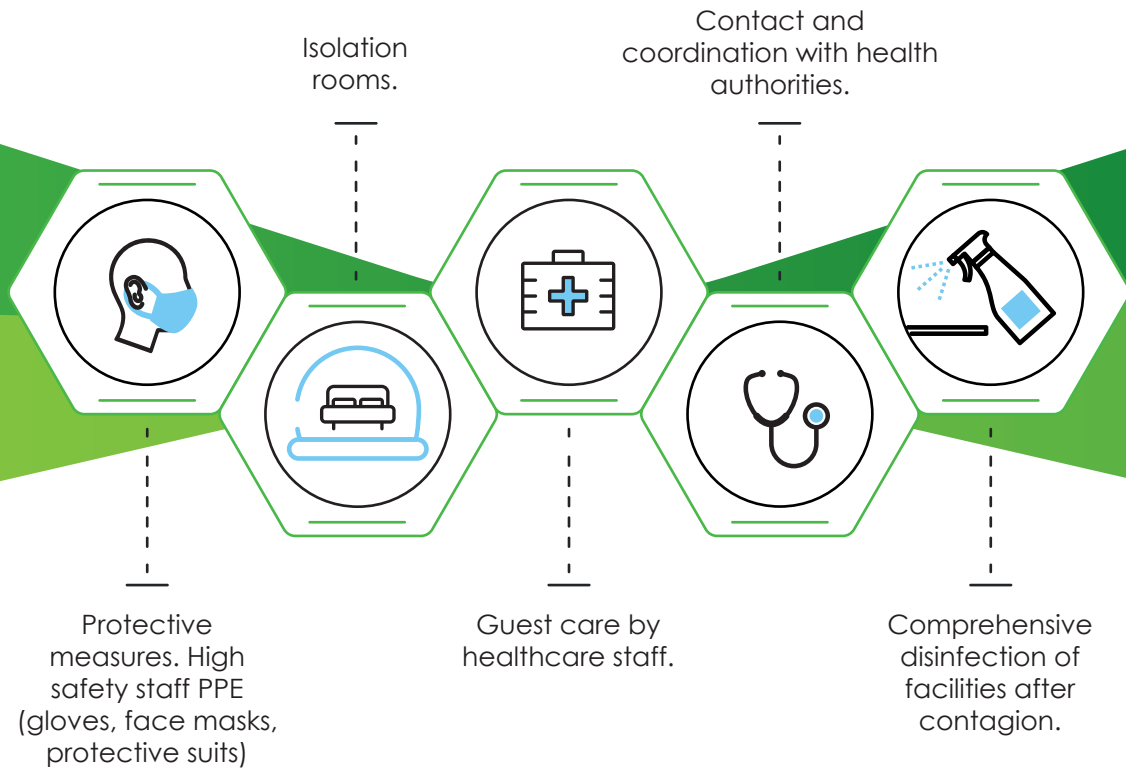


Digital interaction with the presentations.



Vincci Smart Meetings solution: Virtual meetings.

PROTOCOL IN THE EVENT OF COVID INFECTION



TECHNOLOGY: OUR ALLY



- Information on measures implemented via the corporate app in welcome message.
- Virtual guest relations service: 24h interactive chat service.
- .Door opening via mobile.
(Consult hotels)
- Project development of the online check-in system.
- Housekeeping requests via corporate app.
- Digital F&B menus via the app with on-demand services.

- Spa service menus in digital format via the app.
- Management of service quotas determined via the app.
- Event management module via app.
- Administrative improvement, reduction in waiting time.
- Destination information via the app with details of recommended routes.
- Smartsearch services via app.
- Interactive pre-stay email before arrival with customised deeplinking, making it faster to activate a mobile key and establish user engagement with the app.

This specific protocol, which we have created to bring you peace of mind, is just one of the many measures and corporate protocols that comprise VINCCI CARE, our seal of approval on all services, aimed at caring for our guests, clients and staff in order to guarantee they are protected and show our commitment to continue offering the best travel experience.

VINCCI  CARE
Vincci Hoteles cuida de ti

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