



Dear Customer,

Our priority is that you and yours can enjoy our services and facilities with the greatest safety and protection for your health. For this, we have designed this informative guide with the measures adopted by the Hotel Villa Paulita as well as the measures that you as a client agree to comply with when you have made your reservation.

This action plan is a document that is updated in accordance with the health and safety decisions that the competent authorities are adopting.

If you have any additional information you need, do not hesitate to contact the Hotel reception at 972 88 46 22 or email [repcion@villapaulitahotel.com](mailto:repcion@villapaulitahotel.com).

### **General mandatory safety standards**

1. The wearing of masks is compulsory in all areas of the hotel for both guests and workers.
2. Respect the maximum seating capacity determined in each zone and space and the distance of 2m between persons other than those in the family.
3. In the event of any suspicion of contagion, please stay isolated in your room and contact the reception of the Hotel which will facilitate contact with the health personnel who will indicate the measures to be taken.
4. The use of hydroalcoholic gel and hand cleaning is essential and should be frequent.

## **SUMMARY OF THE HOTEL VILLA PAULITA ACTION PLAN**

### **Rooms:**

The cleaning of the rooms is done following strict hygiene protocols and, paying special attention to the areas of high contact. All rooms are disinfected daily with ozone by individual cannons. Information documents in paper format and less necessary accessories have been removed. They have, without cost, hydroalcoholic gel in individual format on arrival. The floor staff uses all the necessary EPI material.

### **Common areas:**

We have increased the frequency of cleaning in these spaces, with special care in areas of greater traffic and contact. All these areas are constantly disinfected by controlled ozone which is expelled from the air vents. Maximum seating capacity has been determined which you can see at the entrance.

### **Origin Restaurant:**

We have replaced the buffet breakfast. All materials are disinfected according to the protocols established by the authorities

## **SCHEDULES: ACCORDING TO CURRENT RESTRICTIONS**

### **Spa and fitness area:**

Apart from the already detailed measures of the common areas, to be able to access this area, you have to reserve the time to be able to guarantee the maximum capacity. Before performing the massage, the temperature will be taken to the customers.

### **Other:**

All customer reception areas have a protective screen and are delimited with dividing tapes to respect the safety distance. You will also find automatic dispensers distributed throughout the hotel's transit areas.

### **Staff:**

All hotel staff are knowledgeable about the action plan and have EPI material for their protection. The daily temperature intake before the start of the working day is mandatory. Dining hours have been regulated and cleaning rules for all equipment and equipment used are strictly followed. Departmental travel is limited if it is not essential.



## What is OZONE? How does it work?

Ozone is an enormously powerful disinfectant biocide and the most efficient against all types of microorganisms (viruses, bacteria, fungi...). Its efficacy has been proven for various uses in studies over decades, having been covered in publications of the World Health Organization (WHO), EPA (US Environmental Protection Agency) and ECHA (The European Chemicals Agency) - European Union (EU). A key advantage is that ozone in its disinfection process does not generate any chemical waste, as this gas is naturally converted into oxygen.

It acts by killing the particle directly through its cell membrane, ensuring that it does not reappear. It is also odourless, so it not only neutralizes any type of odor, but does not make particular odors at the end of use. It should be noted that ozone also does not limit any side effects, being respectful of the environment and products, guaranteeing the well-being of people.

It should be noted that, like any biocidal product, the effectiveness of ozone depends on its correct application. It is therefore necessary that the installation, use, maintenance and application of ozone systems for biocidal purposes be carried out by companies and specialized professionals; necessarily requiring the preparation of prior audits, technical control and periodic analytical. To Villa Paulita, this task is carried out by ASP asepsia. It should be noted that ASP complies with all the legal requirements to market ozone-based application, treatment and disinfection products and services in the European Union, according to the Biocidal Products Regulation (BPR).



ASP cumple los requerimientos legales marcados en el Reglamento Europeo BPR y está registrada en el ROESB



**VILLA PAULITA**

\*\*\*\*\*