

MEASURES AND PREVENTION PROTOCOLS AGAINST COVID-19

MEASUREMENTS GENERALO



- Required use of masks
- Capacity limited to 75% of the occupation
- Hydroalcoholic gel is available at the entrance of the facilities thus as in common areas: reception, consultation, spa, cafeteria, dining room...
- Safety distance of 1,50 m
- Informative posters and signage are available

RECEPTION SERVICE

- There are protective screens
- Card payments are encouraged
- Frequent sanitation of office supplies, post after use, counter, etc...
- Hydroalcoholic gel is available
- To visit the Roman Bath it is necessary to consult availability and prior booking.

DINING ROOM AND COFFEE SHOP SERVICE

- The dining room and cafeteria will always be ventilated before and after the service
- There will be no buffet for breakfast, it will be at the request of the offer that will be duly informed
- Tables and chairs are disinfected after each customer's use
- Self-service products such as napkin holders, toothpick holders and other similar items and the use of disposable single-dose is prioritized.
- The composition of the breakfast and menu will be displayed
- All clients will have hydroalcoholic gel at the entrance of the dining room and cafeteria

BEDROOMS SERVICE



- The textiles in the rooms, decoration objects, information brochures as well as host products. Will be offered at the customer's request
- Textiles such as sheets, towels, bathrobes, are washed at a temperature over 60°C
- Special attention to cleaning and disinfection of all surfaces of high level of use/contact: hangers, handles, switches, tv remote,...
- Proper room ventilation is ensured

MÉDICAL SERVICE

- Necessary to make an appointment. Check availability and Schedule
- Respiratory treatments temporarily unavailable. For others treatments consult previously.
- The temperature of all customers will be taken
- Only a maximum of 2 people can access the consultation
- The office furniture will be disinfected frequently, as well as door handles, chairs, ... after each visit client
- It will be aired before and at the end of each day

SPA SERVICE



- Necessary to make an appointment. Check availability and Schedule
- Respiratory treatments temporarily unavailable. For others treatments consult previously.
- In changing rooms the hair dryer has been dispensed with. Available only low petition
- The client must disinfect their hands with hydrogel before entering the spa
- The temperatura of all clients will be taken every day before enter and it must be less tan or equal to 37°C
- Required use of a mask until going to the treatment room
- Legionella and cleaning protocols will continue to be followed
- Spa, reinforcing disinfection with products recommended by health authorities
- The disinfection tasks that were coming will be intensified making of equipment and utensils after each treatment
- Disinfection tasks that have been carried out will be intensified of all surfaces that customers can touch
- Constant ventilation of the different rooms

Balneario de Lugo Hotel has established a contingency plan for the Covid-19 crisis taking into account the manuals of the Xunta de Galicia and the ICTE health Recommendations approved by the Health Counselling.

The establishment will not assume additional costs in the event that the client or clients have to quarantine.