



Itsasoari begira...

HAITZALDE  
J-20872081

Eskimera Parajea  
20830 Mutriku  
Gipuzkoa

[www.haitzalde.com](http://www.haitzalde.com)

[info@haitzalde.com](mailto:info@haitzalde.com)

## **Covid-19 Information: Security Measures and Protocols**

Dear guests,

We hereby inform all our guests of the prevention measures and safety protocols adopted in order to avoid contagion by COVID-19 at HAITZALDE.

These measures have been adopted in accordance with the Recommendations and Measures for the reduction of the SARS-CoV-2 coronavirus infection of the Institute for Spanish Tourist Quality, and the regulations developed by the competent public authorities for each of the Phases of the State of Alarm and the subsequent development of the de-escalation measures and new normality.

### **1. HYGIENE AND DISINFECTION MEASURES:**

The following measures will be adopted in the room cleaning service:

Tel. 943 60 48 65

Móvil: 626 913 900



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- All rooms in HAITZALDE will be disinfected and sanitized daily by applying three successive systems:

- Disinfection by fogging with biodegradable virucidal disinfectant.
- Complete cleaning of the room, with special attention to contact areas, places and surfaces.
- Final disinfection by means of an open UV light system.

The cleaning activities will be carried out by the personnel of the agrotourism equipped with the corresponding individual protection equipment (mask, protective mask, gloves, etc.).

- Bed and bath linen will be cleaned by an external specialised company.

- The common areas will be cleaned daily and a continuous disinfection system will be maintained by means of air disinfection and purification equipment, with the function of disinfecting the air, surfaces and floors, using pure natural air OH (hydroxyl radicals), which is totally natural and compatible with the stay of persons.

- All rooms in HAITZALDE, including rooms and common areas, have a continuous mechanical ventilation system, ensuring the continuous ventilation of the establishment. The power of the ventilation system will be reinforced several times a day.

## **2. HYGIENE ELEMENTS AT THE DISPOSAL OF THE GUESTS**



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At the entrance to HAITZALDE, in the common area of the agrotourism, guests will find a hygiene and disinfection kit consisting of:

- Alcoholic solution disinfectant product for hands.
- Disposable tissues.
- Waste bin with lid and pedal, to emit the waste.
- Plastic gloves (similar to those in supermarkets)
- Disposable masks.

In the rooms, the guests will have elements of hygiene and disinfection consisting of

- Alcoholic solution disinfectant product, for hands.
- Disposable tissues.
- Waste bin with lid and pedal, to put the residues.

### **3. ACTIONS OF HYGIENE AND DISINFECTION IN RECEPTION:**

In the reception and check out service, the following measures will be arranged:

- The agrotourism reserves the right to take the temperature by means of a thermometer without contact to the guests at the moment of reception and at any time when a guest shows possible symptoms of illness, as a condition for the stay in the agrotourism and the adoption, if necessary, of the contingency measures.

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- A distance of two metres shall be kept by the staff from the guests and in cases where this distance cannot be respected, the staff shall attend to the guests with the appropriate personal protective equipment (mask, protective mask, gloves, etc.).
- The keys and controls will be disinfected with every change of guest by means of a sterilizing box system using ultraviolet light.
- The payment will be carried out by means of contact-less systems.
- The reception areas shall be disinfected daily, maintaining also continuous ventilation through the system of continuous ventilation of the establishment, and continuously sanitized and purified through the system of disinfection and air purification of common areas, with the function of disinfecting the air, surfaces and floors, through pure natural air OH (hydroxyl radicals), totally natural and compatible with the stay of people.

#### **4. HYGIENE AND DISINFECTION ACTIONS IN BREAKFAST SERVICE:**

The following measures will be taken in the breakfast service:

- The personnel will attend with the corresponding individual protection elements (mask, protective mask, gloves, etc.), and will clean the hands continuously.
- Priority will be given to providing service on the terrace.

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- A maximum capacity will be arranged in the closed areas so as to allow a safe distance, and the necessary measures will be established so that the defined capacity is not exceeded (e.g. control of access to the area, prior reservation, shifts, etc.).
- Guests shall be provided with the hygiene kit defined in the section on common areas.
- Each table will have its own table linen, disinfected and protected cutlery, and other elements, disinfecting the tables and chairs with each use. The cutlery shall be deposited after use in the dishwasher for cleaning and disinfection.
- Breakfast service will be provided at the table by the agrotourism staff.
- The breakfast area shall be kept continuously ventilated by the establishment's continuous ventilation system, and continuously sanitized and purified by the system of disinfection and air purification of the common areas, with the function of disinfecting the air, surfaces and floors, by means of pure natural air OH (Hydroxyl Radicals), totally natural and compatible with the stay of people.

## **5. OTHER MEASURES AND ACTIONS, AND TELEPHONES OF INTEREST**

To guarantee the safety of the guests, the following measures must be respected:

- In the event that a guest manifests possible symptoms of illness, he must immediately notify the agrotourism staff and stay inside his room. In this case, the Contingency Plan will be

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activated, by calling the health services and confining the guest to the interior of the room, until the confirmation of the corresponding actions by the health authorities.

- In any case, guests have the following telephone numbers of the nearby health centres:

- Mutriku Health Centre: 943604300.
- Mendaro Hospital: 943 03 28 00.

- Guests must keep a distance of two meters from other guests and staff of the agroturism.

- Information regarding tours, restaurants and services will be sent to guests' e-mail addresses.

Maps, brochures and menus or gastronomic menus should not be used.

- In the rooms, elements such as carpets, blankets and second pillows will be reduced, which can be requested by the guests to the agroturism personnel .

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