



TAMARIX DEL MAR SUITES

As we welcome you back step by step to our hotel, we are committed to providing you with a safe environment that follow all the protocols for working to defeat COVID-19.

We want to assure you that your safety and that of our employees is our main concern.

Staff

All employees will receive training on COVID-19 safety and sanitation protocols. A more detailed training will be conducted to front line teams having frequent guest contact such as Housekeeping, Front Office and Maintenance.

Our employees have been given clear instructions on how to respond promptly and report all cases of COVID-19 on property.

Employees are instructed to stay home if they do not feel well.

RECEPTION

Reception area will be disinfected regularly, our staff will wear masks and hand sanitizers will be available.

Check in and check out procedure will take place outdoor and all the invoices and receipts will be send by mail.

Check out time: 11h00 / Check in time:15.00

Check-in time and check-out is changed for thorough cleaning and ventilation of the room in order to secure between timing for deep cleaning and room ventilation.

HOUSEKEEPING AND ROOM FACILITIES

Housekeeping services will not be provided during a guest's stay unless otherwise indicated by the guest during the pre-registration process or check in. Should these services be requested, guests are informed that they must leave the room before the housekeeping staff can enter in order to avoid overcrowding.

The coffee, tea facilities and mini bar is unavailable however upon customer's request we will be able to provide it.

The doors and windows of all rooms will be opened daily for natural ventilation.

Placement of individual antiseptic gels in each room at check in

Disinfection of the air condition filters

Swimming pool and public areas

All sunbeds are placed at distances as specified in the protocol and water quality is checked every 4 hours.

Non-hotel guests are prohibited from entering the hotel.

Food and Drinks

All the meals will be served under the a la carte basis at the pool bar area.

Indoor pool-Gym-Spa:

Will stay closed till further notice

Medical support

If a guest shows symptoms relating to COVID-19, the following procedure is:

The hotel's health manager will contact a doctor and he will evaluate the situation. If necessary, a COVID-19 test will be performed.

The guest will be asked to remain in their room with the door closed, until the lab results are returned. Also the guest will receive a simple surgical mask and tissues immediately.

Members of staff are advised to avoid entering the patient's room unless absolutely necessary, in which case a member of staff will be selected to deal exclusively with the patient.

If the COVID-19 test returns positive, the case will be reported to the National Public Health Organization who will then provide further instructions.

For any Covid-19 related inquiries, dial 1135.