

Stay Safe with Zafiro Hotels



#ZafiroAlwaysCaring





At Zafiro Hotels, the health and safety of our guests and staff has always been our priority.

As we begin our journey back to a new kind of normal, we want to assure you that Zafiro Hotels will do everything necessary to guarantee that our guests are safe when staying with us.

Further to the recommendations of the **World Health Organisation** and health authorities, we have undertaken the advice of the renowned health lab – **Sinergies** to block the germ barrier as we move forward.

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Our new customer experience
starts before entering our hotels:



On arrival

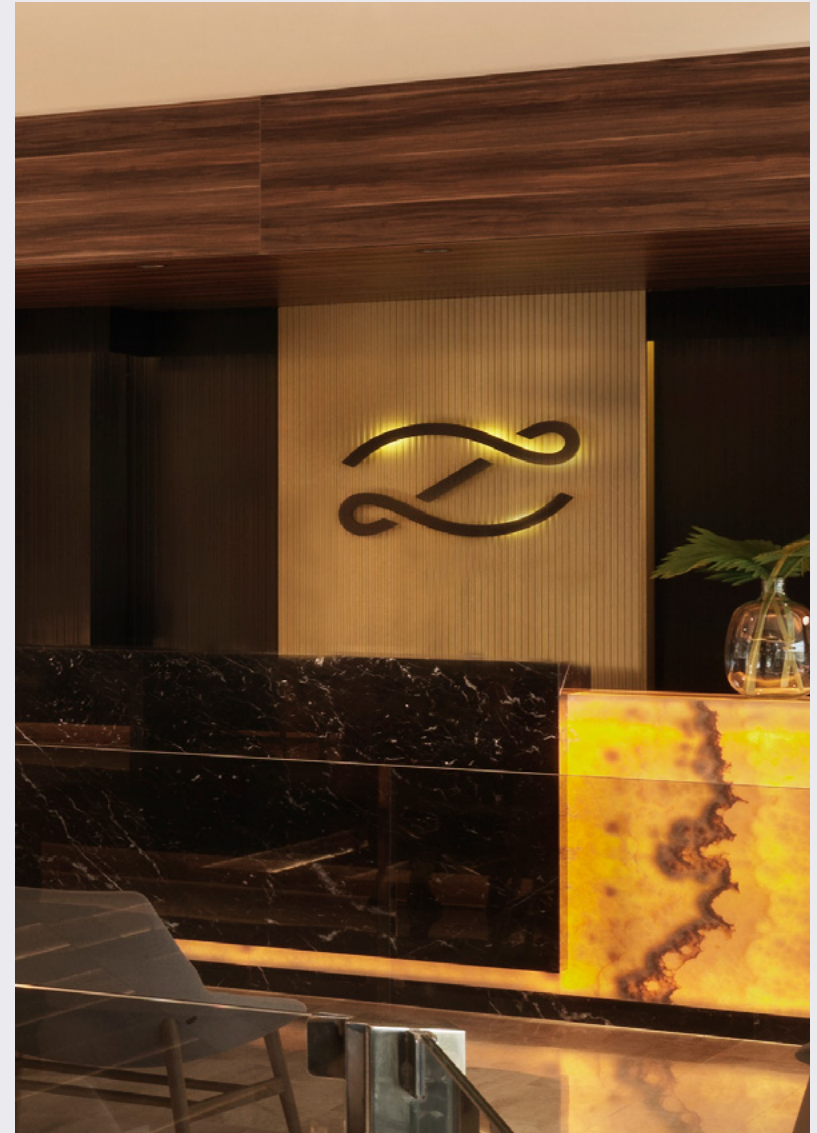
- All guests are asked to disinfect their shoes on a shoe sanitizing mat which will be placed at all entrances of the hotels.
- All luggage will be disinfected prior to entering to the hotel.
- Luggage carts will be disinfected prior to and between uses.
- Access to reception area will be exclusive to guests of the hotel and monitored continuously by our personnel to avoid any form of crowd building.





Reception

- Guests will use separate areas for check-in and check-out.
- Alcohol-based hand sanitizer dispensers will be available on all counters.
- Receptionists will always disinfect desk area before starting any new check-in or check-out procedure.
- Floor markings will help maintain mandatory distances.
- A handout with all relevant information will be provided to all guests.





Public areas

- Hand sanitizer dispensers will be available throughout all public areas
- High-touch surfaces such as handrails, staircases, elevator buttons etc. will be cleaned and disinfected continuously.
- Access to lifts will be limited to 1 person or 1 family at a time.
- Increased cleaning and disinfection procedures for all restrooms.
- Special ventilation procedures will take place for high quality indoor air.
- Cleaning reports will be available to our guests within the public areas.





And to make our guests
feel even more safe
within our hotels:

Wide and extensive common areas including
reception, restaurants and extensive gardens
up to more than 10,000 square meters.

Enough space to breathe freely while
maintaining the recommended safety
distances.



Guest rooms

- Rooms will be cleaned and disinfected in line with specific procedures.
- Specific training for housekeeping and constant monitoring by the Chief Housekeeper.
- Individual protection kits including pocket size gel sanitizer will be available for each guest.
- Alternate rooms will be allocated to guests in order to guarantee the social distance regulations.
- All unnecessary decorative items and “high-touch” objects will be removed from rooms. The hotel directory will be available in digital form.
- Deep cleaning process of all rooms after check-out using antiseptic products according to official recommendations. Particular focus on high touch surface areas such as door knobs, light switches, telephones, TV remote control etc.





And to make our guests feel even more safe within our hotels:

Rooms with private swimming pools, jacuzzi, terrace and garden: With terraces ranging from 8 to 40 square meters and equipped with Balinese beds or hammocks, you will find:

- Rooms with private mini-pool
- Rooms with private Jacuzzi and roof-top terrace
- Rooms with access to a restricted pool for a few users
- Rooms with private garden and terrace

Interiors with generous design and private spaces: Ranging from 30 to 60 square meters distributed in separated areas for living and sleeping including kitchenette.



Pool, SPA & Gym facilities

- All facilities are open but limited to a maximum number of guests in accordance with official guidelines. Our staff will ensure that social distancing rules are followed at all times.
- Water quality of all outdoor and indoor pools, including Jacuzzis, are constantly monitored to ensure maximum disinfection & the removal of microorganisms and bacteria.
- Sunbeds and pool loungers are placed with the necessary distances between them and will be disinfected on a daily basis.
- All gym and sports equipment will be constantly sanitised after each use.





And to make our guests feel even more safe within our hotels:

- Decentralised pool areas
- You will always find more than one main pool for everyone: children's pools, adult-only pools, family pools with wet bubble or spa pools.
- More pools = more space for greater distance between sunbeds and loungers allowing more privacy between guests.



Restaurants & Bars

- Hand sanitizer dispensers can be found at the entrance of each bar or restaurant throughout the hotel.
- Opening hours of the restaurants will be extended and capacity will be reduced according to official guidelines and recommendations to avoid crowding.
- Guests will be seated by our staff in order to ensure the social distancing rules between tables.
- Tables and chairs will be sanitized before any new guests are seated.
- Staff will be wearing masks and will be trained in maintaining social distances when serving.





Restaurants & Bars

- Menu options will be presented in digital form via QR codes.
- Disposable paper napkins will be used.
- In case of our buffet restaurants, these will be redesigned allowing staff to serve guests at the different buffet and show cooking stations and offering individual gourmet plates. Self-serving utensils will no longer be available.
- All restaurants & bars are cash free. Payment is always made via the room card using contact less devices.





And to make our guests feel even more safe within our hotels:

- Up to 5 restaurants per hotel with À la Carte options.
- All our hotels have several restaurants. Specifically, the Palace Hotels have up to five different restaurants, exclusively for the enjoyment of our guests, who can enjoy enough space to meet the required safety distances without having to give up a healthy, varied, and rich diet.



Staff

- All our hotel staff will undergo specific training programs on procedures and important aspects in relation to the new health and hygiene measures.
- Personal protective equipment will be available for all staff members.





Exemplary medical care

- All our hotels have 24-hour medical service and are located near hospitals.
- Balearic health care has been a world benchmark for tourist regions for decades, with public and private hospitals covering all areas of the island.
- Likewise, we are within a maximum of two and a half hours of flight from all the main regions of Europe, which guarantees a smooth and fast return.





The entire team of Zafiro Hotels is looking forward to you visiting soon, and that you can enjoy an unforgettable vacation at our resorts in Mallorca and Menorca.

Your trust in us is worth more than ever today, and as always, you should know that we will do everything possible to take care of you and guarantee your maximum well-being.

THANK YOU!

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