



ABBA HOTELS GUARANTEE HEALTH MEASURES COVID19



GLOBAL SAFETY PLAN FOR OUR GUESTS – MAY 2021

In the face of the current exceptional situation caused by the SARS-Cov-2 (COVID-19) coronavirus round the whole world, Abba Hotels has drawn up a plan to ensure the highest possible levels of medical and health safety in all our Properties.

Our business is committed to all our guests, employees and partners. As part of that commitment and to give you reassurance, we want to share with you some of the measures that we have taken following the recommendations of health experts, health authorities and the World Health Organisation.

It is worth noting that some of the measures described in this document were already in place as a matter of routine in our hotels – we did not want to leave them out just because they may be obvious.

This action plan is developing constantly and will be updated in line with decisions of the relevant authorities in relation to health and safety.

Four Action Blocks:

- 1. Rooms:** The hotel follows very strict cleaning and disinfection procedures, with particular emphasis on high-contact areas such as doors, bathrooms, chairs, etc.
- 2. Common Areas:** Including gyms and SPA. We have increased the frequency of cleaning in public spaces with particular care in the most heavily used areas with greatest contact, such as public restrooms, Reception, etc.
- 3. Restaurant & Bar:** Consult the particular situation of each hotel at the time of your stay
- 4. Employees & Back Office:** More frequent cleaning including in high-contact areas such as employee entrances, changing rooms, laundry, staff offices, etc.



1. SPECIFIC PREVENTIVE MEASURES IN EACH GUEST ROOM

1. Towels and Linen with “ELIS Group **Hygiene Certificate**”, washed at high temperature (+70°)
2. Contamination barrier: **Separate collection and delivery rounds** for dirty and clean laundry with no contact between them.
3. We have taken all **carpets and blankets** out of our guest rooms. Only freshly washed or disinfected fabrics are used.
4. All sofa covers are **disinfected** and the highest risk areas such as the room phone, minibar, taps, hangers, etc.. are **sterilized**.



1. SPECIFIC PREVENTIVE MEASURES IN EACH GUEST ROOM

5. There is a hand gel dispenser in all the access to the rooms common areas.
6. We are replacing reusable items with disposable items.
7. We are adding **PPE** to our existing sustainable room favours. Gel and masks.
8. All documentation for the room is now delivered with a **single digital document** through a QR code.



2. SPECIFIC PREVENTIVE MEASURES IN COMMON AREAS

1. Our hotels have increased the frequency of cleaning and disinfection in public areas with particular focus on the Reception counter, access doors, public restrooms and room keys.
2. **Key cards** for access to guest rooms are **disinfected** before issue in line with recommended hygiene practice.
3. Access to common areas: There is a **hand gel dispenser** in each area. We encourage all guests to make use of it
4. The use of **masks and gloves is obligatory** except when eating
5. In all areas where documents, money etc. are passed between people there will be **disinfectant hand gel**.



2. SPECIFIC PREVENTIVE MEASURES IN COMMON AREAS

ONLINE CHECK-IN

- It is now possible to enter all check-in information in advance for online check-in and cut down the time spent in Reception and maintain safe distancing.
- This new system reduces the **number of guests in Reception** and speeds up our administrative processes.



4. SPECIFIC PREVENTIVE MEASURES FOR STAFF & BACK OFFICE

1. All customer-facing staff will wear protective **masks**.
2. Each **work zone will have a hand gel dispenser** which must be used regularly.



OUR GENERAL PRECAUTIONS

- No sharing of food or other items without prior cleaning
- Cover your mouth with your elbow or a disposable tissue when you cough or sneeze
- Disinfectant your hands when you change what you are doing or move to a different work area
- Use a mask to protect your own respiratory tract and other people
- Do not touch your eyes, mouth or nose even when your hands are clean
- Touch as few key surfaces as possible (bannisters, walls, switches, door handles). Use your non-dominant hand.

OUR GENERAL PROTECTIVE MEASURES

- Disinfectant hand gel for use of staff and guests
- Filter masks
- Uniforms made from disposable material
- Screens at counters and customer service areas.
- Posters displaying precautions and rules of conduct
- Thermometers
- Pedal bins with bin bag.

OUR GENERAL PERSONAL HYGIENE MEASURES

- Wash your hands often:
When you start and finish work
Before and after eating.
Before touching nose, mouth or eyes.
After you sneeze, cough or blow your nose.
After using the Bathroom
After touching or cleaning surfaces that might be contaminated.
After using or sharing electronic equipment or any computer.
- Disinfect your hands with hand gel frequently.

OUR GENERAL DISTANCING MEASURES

- Maintain safety distance from your colleagues
- Avoid the use of lifts and goods lifts and if you have to use them do so alone if social distancing cannot be maintained.
- Minimize unnecessary movement between departments.





ALL OUR DESTINATIONS

BARCELONA

HOTEL BALMORAL
ABBA RAMBLA HOTEL
ABBA SANTS HOTEL
ABBA GARDEN HOTEL

BILBAO

ABBA SUITES BILBAO CITY CENTER

BURGOS

ABBA BURGOS HOTEL

CANTABRIA

ABBA PALACIO DE SOÑANES HOTEL
ABBA SANTANDER HOTEL
ABBA APARTMENTS COMILLAS GOLF
ABBA COMILLAS GOLF HOTEL

GIJÓN

ABBA PLAYA GIJÓN HOTEL

HUESCA

ABBA HUESCA HOTEL

MADRID

ABBA MADRID HOTEL

PAMPLONA

ABBA REINO DE NAVARRA HOTEL
ABBA APARTMENTS EL SADAR (COMING SOON)

SALAMANCA

ABBA FONSECA HOTEL

SEVILLA

ABBA SEVILLA HOTEL (COMING SOON)

SAN SEBASTIÁN

ABBA SAN SEBASTIÁN HOTEL
ABBA SUITES PLAYA DE GROS (COMING SOON)

VITORIA

ABBA JAZZ HOTEL

ANDORRA (SISPONY – LA MASSANA)

ABBA XALET SUITES HOTEL

ALEMANIA (BERLIN)

ABBA BERLIN HOTEL

CHILE (SANTIAGO & PUERTO MONTT)

ABBA PRESIDENTE SUITES SANTIAGO
ABBA PRESIDENTE SUITES PUERTO MONTT