

APARTHOTEL  
**CYE**  
HOLIDAY CENTRE

## IMPORTANT INFORMATION FOR OUR GUESTS

The Establishment that you have reserved is continually informed about the preventive measurements and COVID-19 protocols, they will do everything that is in their power to maintain their guests safe and they will make all efforts to make your stay more pleasant.

For this reason, they guarantee that the apartment where you will be staying has previously been disinfected following the sanitary protocols required by the Ministry of Health of the Spanish Government.

We would like to inform you that upon arrival at the establishment:

- Only one of the persons of the reservation will be able to do the check-in, this person will provide the reception with the documentation of all the other members of the reservation.
- The reception will be equipped with protective partitions, even so, always try when it is possible to keep the social distance of 2m and wash your hands with hydro-alcoholic solution.
- In common interior spaces you should always wear a face mask.
- The electronic keys will be disinfected, new and not reused by any previous guests.

**Swimming pool policy:** The reception staff will give you colored bracelets that mark the timetables and days that you can use the pool.

In the apartments:

- All unnecessary textile and decorative items have been removed.
- The cleanings should be done in your absence and according the established days with the reception.
- Any incidents that require the access of maintenance service to the apartment needs to be communicated to reception and carried out in your absence.
- If you are not feeling well, if you have a fever or cough you will need to stay in your apartment and phone the reception, who will inform you which steps you need to follow.
- If you wish, the reception dispose of additional services such as change of sheets or towels and an additional disinfection service, for an extra cost (not included).

**FOLLOWING THE ADVICE OF THE PUBLIC HEALTH AUTHORITIES, TAKE THESE SIMPLE MEASURES DURING YOUR STAY TO REDUCE THE RISK OF CONTRACTING THE VIRUS.**

- Always wear a face mask indoors.
- Always maintain the required social distance.
- Wash your hands regularly with water and soap during at least 20 seconds.
- Ventilate the rooms every day.
- Apply regularly hydro-alcoholic gel to your hands. Before and after carrying out any activity that may facilitate contamination, and especially if you have been close to other people in the supermarket, shops, pharmacy, elevators, or when you return to the apartment.
- Use a disposable wipe to cover your mouth when you cough or sneeze. Throw it away after use. If you don't have a tissue, use your forearm.
- Avoid touching your eyes, nose and mouth with your hands without washing or disinfecting them.

If you have symptoms compatible with COVID-19 during your stay or if you have been in contact with a sick person or with somebody that presents symptoms indicative of COVID-19 in the 14 days prior to arrival, you will have to suspend your stay and inform to Reception.

In case of consultation about COVID-19 please contact with telephone number 061, for emergencies contact 112.