

Hiza bay

COVID-19

Updated 10.07.2020

We would like to reassure that we are entirely focused on the experience of our guests and our priority, always, is your health and safety. The hotel has developed the prevention and protection program “Safe with us” focused on providing care, confidence and comfort to our guests, employees and residents within the new COVID-19 environment, which includes a comprehensive sanitisation programme adhering to the latest information, protocols and tools from the world’s leading health experts and government authorities.

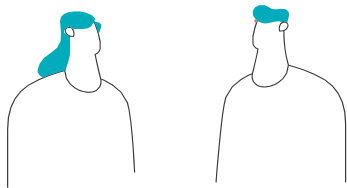
Equally as important, however, is ensuring that this reimagined experience remains true to our service style and, ultimately, feels authentic and enjoyable.

What is your approach to safety and cleanliness?

Our enhanced safety and cleanliness measures are listed below. We're happy to answer any further questions you may have when considering a stay with us.

GUEST HEALTH

The health and welfare of our guests is, and always has been, our priority.



Physical Distancing: Guests will be advised to stand at least 1,5m / 6 feet away from other groups of people not traveling with them while moving around the property. The hotel common

areas will be arranged to ensure appropriate distancing. Ibiza Bay staff will stand at least 1,5m / 6 feet away from guests and other team members whenever possible. Ibiza Bay will also comply with local or state mandated occupancy limits.

Masks: Following the regional government of Spain's Balearic Islands face masks is mandatory in all public spaces in the archipelago even when social distancing rules can be respected. Therefore, in order to follow these guidelines, guests are requested to wear mask in the hotel common areas except when eating or drinking.

Signage will be posted reminding guests of proper social distancing and hand washing techniques.

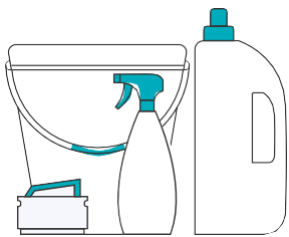
Medical Assistance: Ibiza Bay staff have been given clear instructions on how to identify and respond swiftly to presumed cases of the virus. Staff will be ready to provide support and assistance to guests requiring medical attention.

Hand Sanitiser and Masks: Hand sanitiser is available in all of the resort areas. In all guest rooms there will be an Ibiza Sanitary Kit, which contains two masks, two pairs of gloves and one 2 oz hand sanitizer available for use while on property and to keep for the journey onwards or home. All hotel employees interacting with hotel guests are required to wear a mask.

CLEANING AND SANITATION PROTOCOLS

We will use cleaning products and protocols which meet Spanish Ministry of Health guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens.

Guest Rooms: Industry cleaning and sanitising protocols are used to clean guest rooms with particular attention paid to high-touch items including iPads and in-room control panels, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, closet hangers, luggage racks, and flooring. Portable ozone purifying units will be employed for additional cleanliness. Rooms will be left vacant 24 hours between each reservation, whenever possible. Hotel mattresses have followed a certified disinfection and cleaning process.



Housekeeping Service: Daily housekeeping service is offered from 9:00 am to 4:00 pm. Following social distancing protocol, guests are kindly asked to be out of the guest room during service. Nightly turndown service is on demand.

Laundry: All bed linen and bathroom towels are changed daily and washed at high temperatures in accordance with Spanish Ministry of Health guidelines.

Public Spaces and Communal Areas: The frequency of cleaning and sanitising has been increased in all public spaces to every two hours with an emphasis on frequently touched surfaces including, but not limited to, the Concierge Desk, Bell Stand, door handles, public bathrooms, room keys and locks, fitness equipment, dining surfaces and seating areas.

Air Filter Cleaning: The frequency of air filter replacement has been increased and fresh air exchange will be maximized.

Shared Equipment: Shared electronics and equipment are sanitised with 80% alcohol antiseptic topical solution, during and after each use. This includes fitness equipment, cell phones, house phones, shared computers and guest room iPads, payment terminal, safety buttons, cleaning equipment and all other direct contact items used throughout Ibiza Bay.

Room Recovery Protocol: In the event of a presumptive case of COVID-19 the guest's room will be removed from service and quarantined. The guest room will not be returned to service until the case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol by a licensed third-party expert and approval by the local public health authorities.

RESERVATIONS	GUEST TRANSPORT	ARRIVAL / DEPARTURES	RECEPTION	ELEVATORS	GUEST ROOMS	RESTAURANTS	SPA
GYM	POOL DECK AREA	SWIMMING POOLS	JOHN FREIDA SALON	PUBLIC AREAS	EMPLOYEE SAFETY	KIDS CLUB	GO BACK

Departmental Operational Guidelines and Protocol COVID-19

The following operational protocols were created as a response to the COVID-19 pandemic. The Nobu Hotel Ibiza Bay top priority is the health and safety of our guests, staff, and community.

The management team has conducted a thorough review of all existing health and safety processes and followed Nobu Hospitality in order to develop and validate additional protocols.

These enhanced protocols, operational guidance and comprehensive health and safety procedures are validated by the Spanish Government and have been adapted based on local requirements and recommendations to ensure our guests' safety and peace of mind throughout their stay.

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Reservations

Our Reservations Department will obtain as many details (home address, email address, passport details, flight details) as possible in order to pre-register guests and reduce the **check-in process to a minimum length.**

The Departmental Operational Guidelines and Protocols covering all the measures being taken by the hotel throughout its restaurants, in-room dining, Housekeeping and laundry and other areas, are available to guests upon request.

The latest health and sanitisation guidelines published by local authorities and the Spanish government will be communicated to guests prior to their arrival.

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Guest Transport

The Ibiza Bay fleet of cars are **disinfected before and after every arrival**.

Disinfectant wipes and hand sanitiser are available for guests along with regular amenities (water, etc).

Guests are not permitted in the front passenger seat.

No more than 4 guests will be permitted in an SUV/MPV and **no more than 2 guests** will be permitted in a sedan.

The driver section might be segregated with a temporary plastic or a transparent shade.

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Arrival

Upon arrival porters offer **luggage assistance**, disinfecting handles and touch points.

Masks and gloves are available to guests upon request.

Valet parking services have been suspended.

Departure

We encourage **express check-out** through the in-room App - “View My Bill” and express check-out options found in the in-room tablets - or contactless payment check-out also is available at reception.

Guests receive a “departure call” the evening prior to check-out. This allows our team to **avoid crowding** in common areas during peak hours.

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Reception

For all pre-booked guests, all check-in **formalities are completed digitally** to reduce length of registration process.

Our team will verify if safety, hygiene and other instructions have been received by email prior to guest arrival and provide (digitally) if necessary.

Guests are advised to **practice physical distancing** by standing at least 1,5 metres away from others while on property.

During check-in our team has reduced the amount of paper, envelopes and all stationary needed, to a minimum during registration process.

Anything handed to guests (eg. credit card, room key, pen, ipad etc.) is previously sanitised.

Sanitary stations are visibly placed at the Reception desk with hand sanitiser.

Front of House staff refrain from sharing computers, phones and other office equipment and, in case of sharing, our team disinfects the entire desk area between each guest interaction.

Workstations are operated to maintain distance between colleagues and guests – social distancing is maintained by staff at all times.

Upon arrival, guests are offered the **option of Housekeeping service** during the stay, along with the wished frequency of service, as we suggest the guest not be in the room when service is carried out by Housekeeping attendants.

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Elevators

Safety instructions, including the number of guests allowed to enter at one time, have been placed inside the elevator and on each elevator landing.

Elevator operation buttons, floor and adjoining areas are **sanitised periodically**.

Hand **sanitiser dispensers and disinfectant wipes** are available at all elevator landings.

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Guest Rooms

Signage/information on sanitisation procedures are placed in rooms and/ or online along with booking confirmation, including information that the room and other touch points have been sanitised (TV remote, toilet seats and handles, door and cupboard handles, taps, telephones, light switches and control panels, a/c controls, luggage racks etc.)

Hotel bedrooms will be **vacant for 24 hours between guests** when possible, per social distancing norms and suggested disinfection periods.

Ozone purifying units are placed in rooms between guest stays.

All linens are replaced and sanitised after check-out.

All surfaces are disinfected after every departure.

Jacuzzis are cleaned with a bleach or alternative solution after every checkout and the water recycled. The tub is refilled between stays.

Hand sanitiser, sprays/wipes are placed in guest rooms as an amenity.

Newspaper delivery service will not be available.

All reusable collateral as well as laundry, room service menus and availability are communicated through our TV platform or the in-room app.

Guest announcements and communications are displayed on the TV screen.

Turn-down service are offered upon request.

Housekeeping staff are obliged to wear masks, gloves and recommended safety gear.

Minibar products will be available upon request through Room Service.

Courtesy water and welcome amenities placed in your room have been sanitised, together with glassware.

All deliveries to guest rooms are properly sanitised.

The frequency of air filter replacement has been increased.

Hotel mattresses have followed a certified disinfection and cleaning process.

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Restaurants

The number of **tables have been reduced** to maintain social distancing norms.

Guests are encouraged to make their reservation in advance to avoid crowding. **Hostesses and managers will ensure physical distancing** is maintained throughout all food and beverage outlets.

The hostess may call in-house guests with reservations in their rooms when tables are available.

QR codes are provided upon arrival for menu access or tablets are provided with menu display.

Buffets have been reduced to a minimum and **digital 'a la carte' menus** are offered.

Restaurant staff have been trained on a **minimal contact /communication**

during service among themselves and the use of masks and gloves, as advised by local authorities.

Host podiums, service stations, service carts, beverage stations, counters, handrails and trays are **sanitised periodically** during service frames.

Dining tables, bar tops, stools and chairs are sanitised after each use.

Bill folders, pens and other reusable guest contact items are sanitised after each use.

Food and beverage items that are transferred to other colleagues are carried out by using contactless methods.

All self-service condiments and utensils are removed and offered on request.

Contactless payment is available at all of our outlets.

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Spa

The use of treatment rooms is alternated to allow for **deep cleaning between spa treatments**.

Waiting area chairs/couches will be removed or spaced in such a manner to accommodate social distancing requirements.

The **sauna is available by appointment only and limited to single guest slots**, with enhanced sanitisation after each use.

The spa's outside massage cabañas will be utilised wherever possible.

Retail areas are **sprayed with disinfectant** after each guest visit.

The **lockers are closed**, therefore please leave valuables in your hotel room or the front desk team can keep them in the luggage store.

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Gym

Guests are **required to wear masks and gloves** when using gym facilities.

The capacity has been limited to a **maximum of ten guests at a time**.

Pre-booking is required.

Use of the gym is **limited to in-house guests only**.

The frequency of cleaning has been increased to an hourly basis.

Guests are required to clean equipment after use using the sanitiser provided.

Individually vacuum-wrapped towels are provided for guests.

During classes (yoga, personal training etc.) personal contact between teacher and student is avoided.

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Pool Deck Area

The sunbed layout has been modified to comply with social distancing standards.

Sunbeds, Balinese beds and cushion covers are replaced between guest use and all surfaces are disinfected before and after every use.

Food served by the pool is prepared and served according to the restaurant's health and safety measures.

External visitors are welcome to spend the day at Ibiza Bay, but must have a reservation prior to arrival and are required to follow the health and safety procedures in place.

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Swimming Pools

Chemical levels in pool are maintained at required levels in line with government recommendations.

Showers, pool ladders and communal areas are cleaned and disinfected on a frequent basis.

The **maximum capacity of both pools is monitored and controlled** by the beach deck attendant on duty.

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John Freida Salon

Appointments are required and a maximum of two clients are allowed in the salon at any one time.

A parent is allowed to accompany their child if they are receiving a haircut. Guests should **avoid touching products** that they do not plan to purchase.

Guests are asked to wait outside until the hairstylist is ready for their service.

Every client is **required to wear masks** and to disinfect his/her hands upon arrival.

Prior to entering the salon, besides being subject to a temperature check, clients are asked if they have shown virus-related symptoms in the last 14 days or have been in the vicinity of someone exhibiting these symptoms.

If the client is showing symptoms of COVID- 19, we ask that you rebook your appointment after 14 days.

The salon operates a cashless policy, therefore payment will either be by card or added to the room bill.

Each guest will be draped with a clean cape. **Capes are washed at 60 degrees** after each use, or disposable capes are used.

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Public Areas

The hotel has significantly **increased regular cleaning of public areas**, with special attention to high touch points (door handles, Reception desk, bell desks, public bathrooms, room keys, stair handrails, elevator buttons, etc).

Doorstops have been installed to avoid and reduce contact with door handles in common areas.

Our hotel staff monitor the gathering of clients in common areas to ensure minimum distance recommendations are kept.

All indoor areas such as entrance lobbies, corridors and staircases, escalators, elevators, security guard booths, and offices are periodically disinfected with solutions advised by health authorities.

Touchless hand sanitiser dispensers have been placed in public areas wherever possible. Paper towel dispensers and hand dryers have been installed in public restrooms.

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Heart of the House & Employee Safety

All employees will have their **temperature checked** before commencing their shift.

All active employees will receive **Covid-specific training** in company-wide protocols and departmental regulations.

We will increase the **frequency of cleaning in high touch-points** for employees, including the canteen and locker rooms.

All employees will be required to wear **protective equipment**, regardless of department, and will be required to practice frequent handwashing.

All employees will be urged to refrain from sharing work equipment and office materials.

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Kids Club

The entire team has taken specific **Covid-specific training** to guarantee the safety and quality of our services for all children.

The Kids Club has been adapted with **protection and disinfection measures** to make it a safe space against COVID-19, including the following measures:

Capacity has been reduced by 50%.

Each instructor will look after a maximum of ten children, aged three-years-old and above.

Social distancing is signposted in the Kid's Club with clear markers.

A maximum of one parent per child is allowed to accompany children; older children can be in the club unattended.

Adults are asked not to exceed the reception area and leave the children in our care.

Hand wash and / or hydroalcoholic gel is given to all children when entering and leaving the Kids Club.

Shoes are left at the entrance in individual bags.

Toys are disinfected two times a day.

Should a child display any discomfort or feel unwell, parents will quickly be alerted and the hotel will act according to hotel protocol, calling 112 and inviting them to stay in the guests' hotel room for follow-up.

Staff will attempt to **maintain a safe distance between children** and those over six-years-old should wear a mask. This measure may be removed and extended to children over the age of ten.

Staff will wear masks; gloves will be used when cleaning surfaces and toys.

The cleaning staff clean the room twice a day as well as its amenities.

The number of activities conducted outdoors have been increased.

Eating in the Kid's Club is avoided.

BABYSITTER PROTOCOL

Our Babysitting Service is carried out by the company Minibiza and all the babysitters have taken specific **Covid-specific training courses** to guarantee the safety and quality of the service.

Babysitters must use masks and take off shoes in the room, putting on clean socks that have been specially brought for the appointment.

General Measures

Personal Protective Equipment (PPE) will be worn by staff at all times as requested by the Spanish Ministry of Health.

Increased frequency of cleaning and disinfection at highly frequented touch points is carried out as standard practice throughout all areas of the resort.



OFFICIAL RESOURCES

World Health Organization Ministerio de Sanidad

Confederación Española de Hoteles y Alojamientos Turísticos (CEHAT)

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