



THE TAIS HOTELS & VILLAS' **SAFE EXPERIENCE PROGRAMME**



BAHIA DEL DUQUE
THE TAIS

Outstanding Hotels

WELCOME!



1

Our human element



2

Spacious Outdoor Areas



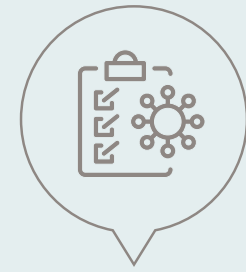
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Safe and seamless experiences



4

Non-Invasive contactless health checks



5

Fostered and certified by experts

1. Our Human Element



2. Spacious Outdoor Areas



A spacious, secluded beach and pool area with required safe spacing measures between parasols.



Exceptional room service available 24 hour.



Elegant rooms, suites and villas with abundant space, verdant gardens and private terraces.



Al fresco dining at all à la carte dining venues around the resort.



4 individual plunge pools, 6 outdoors pools (1 sea water).



All-day service at the beach and swimming pool with a vast selection of dishes and beverages.



Plentiful outdoor sports facilities and water activities in the surroundings.



3. Safe and Seamless Experiences



The safe experience starts upon landing on the island of Tenerife.

ARRIVAL



Hygiene and safety procedures in all rooms, suites and villas.

AT HOME WITH US



Safety and care in all public spaces.

IN & ABOUT BAHÍA DEL DUQUE



A great dining experience outdoors with safe spacing.

DINNING AROUND



Rigorous hygiene measures at all sports facilities and wellness center.

FITNESS & WELLNESS



Contactless procedures for safe check-in and check-out.

DEPARTURE



BAHIA DEL DUQUE
THE TAIS

Outstanding Hotels

ARRIVAL

THE SAFE EXPERIENCE STARTS UPON LANDING ON THE ISLAND OF TENERIFE

For transfers arranged directly by Bahia del Duque Hotel, only guests in the same room travel together per car or minibús. Cars and minibuses are rigorously sanitized after each use.



Fresh air circulation in all indoor areas of the resort.



Baby and kiddie seats provided upon request, thoroughly cleaned and sanitized after each use.



Thorough, regular cleaning of surfaces, door handles, buttons with professionally certified disinfectants. Sanitation of POS equipment, room keys.



Disinfection of guest luggage and handling with personal protective equipment (PPE).



Touchless check-in procedure with safe spacing and PPE in place.

AT HOME WITH US

Room Sanitation

Deep cleaning of all rooms, suites and villas with full sanitation of high-contact surfaces - door handles, fittings, telephone, electrical equipment, switches and bathroom accessories.

A/C Disinfection & Water Control

A/C filters, air ducts and screens are thoroughly disinfected, and air quality and water tested for optimum levels.



Pre-arrival Disinfection

Thorough room disinfection following our enhanced hygiene protocols. Use of leading disinfectants and aerial equipment certified by our expert partners.



Housekeeping

Housekeeping cleaning services are scheduled to match guest's preferences in order to minimize physical contact.



Linen Service

All sheets and towels are changed daily according to our enhanced hygiene protocol unless otherwise requested by our guest.



Individual & Private Pools

Rigorous water testing and cleansing for maximum water efficiency. Thorough water quality checks on our sea water chlorinated pool following WHO guidelines.



IN & OUT BAHÍA DEL DUQUE



Bahia Wellness Retreat

Thalasso circuit in operation with regular daily hygiene checks and measures.



Main Pool

Required safe spacing measures between parasols and loungers with regular disinfection of sunbeds, loungers and equipment after each use. Thorough water quality checks on our heated sea water chlorinated pool following WHO guidelines.



Beach

Required safe spacing measures between sunbed sets with regular disinfection of sunbeds, loungers and equipment after each use.



Kids & Babysitting

Service available with personal protective equipment and sanitation protocols in place. Outdoor activities on Kids' Club premises.



Elevators

Max. 1 guest permitted per elevator. Family travelling together are allowed. Buttons inside and outside funiculars and elevators regularly sanitized. Hand sanitation stations available outside elevators.

DINNING AROUND

EXPERIENCE DINING OUTDOORS SAFELY

Kitchen Protocols

Kitchen protocols enhanced following POSI Covid19 rules.



Digital Menus

Menus in digital form available via QR codes. Printed menus available upon request.



Space Capacity

Required safe spacing between tables with reduced seating.



Facility Sanitation

Regular equipment and machine disinfection, sanitation of all high-touch surfaces and POS machines.



Restaurants & Bars

All team members trained in Covid-safe procedures and equipped with full PPE changed on a regular basis.



Dining

À la carte dining available in all restaurants.



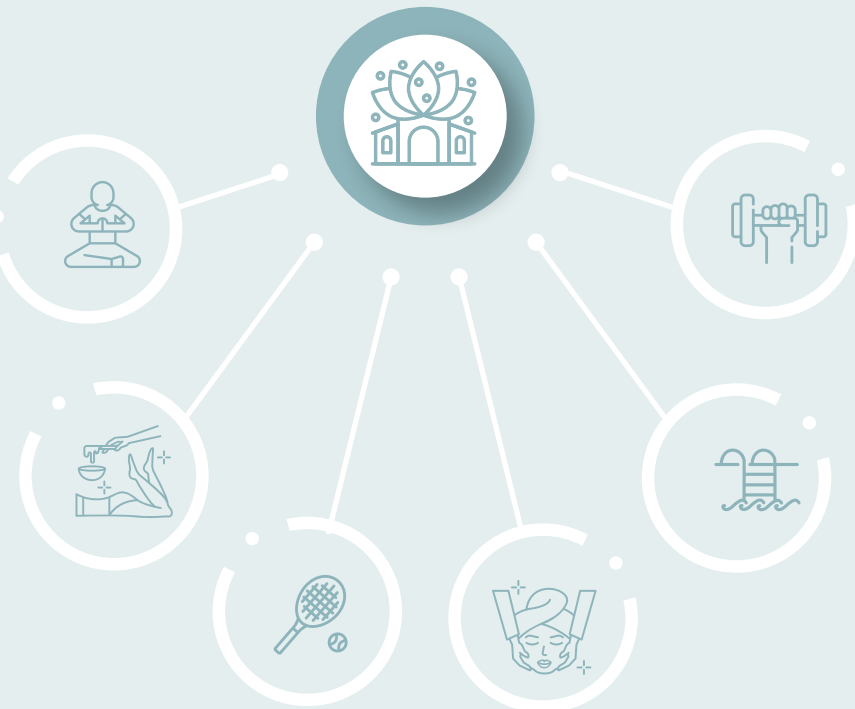
FITNESS & WELLNESS

Outdoor Wellness Workouts

Fitness and Physiotherapy programmes designed by our internationally recognized physiotherapist team. Yoga and Pilates classes outdoors with full hygiene standards in place.

Wellbeing treatments:

Individual reservations with all equipment sanitized between uses and PPE used by beauty therapists.



Gym

Full sanitation of all gym equipment daily. Guests requested to sanitize each gym machine after use. Towel use required for each practice. Social distance required.

Thalassotherapy circuit:

Reservations for small groups. All surfaces disinfected between sessions and PPE used by beauty therapists.

Tennis Court

Maximum number of participants on court: 4
All equipment cleaned and sanitized between uses.

Beauty Studio:

Reservations for small groups. All surfaces disinfected between sessions and PPE used by beauty therapists.

DEPARTURE



Reception Desk

Limited desk capacity to minimize physical contact.



Advance check-out on request

Billing, charges and transfer details sent to guest via email for review.



Signage

Designated reminder displays for safe spacing.

OUR EXPERT PARTNERSHIPS

About Grupo Hospiten

Grupo Hospiten is a private international hospital network that offers over 1,200 beds. It has assumed a compromise with a first-level healthcare service that attends over 1.7 million patients on a yearly basis. As a result of this commitment, its hospitals and medical-care centres can be found in Spain, Dominican Republic, Mexico, Jamaica and Panamá. Grupo Hospiten has been certified by the highest international standards on Quality and Environment like the international UNE EN ISO 9001:2015 and UNE EN ISO 14001:2015. It has also obtained the EFQM 500+ European Seal of Excellence that distinguishes those organisations that base their strategy upon the excellence of all their service areas.



Biolab Company

Biolab is a leading company in consulting, auditing and training in food and environmental safety. To do this, we are specialized in the tourism, agri-food, health care and catering industries. We have facilities equipped with the latest technological innovations, as well as highly qualified personnel, whose objective is to know first-hand the particularities of each of the sectors with which we work and to design adapted measures in all the disciplines that encompass the fields of Health & Safety, prevention and health indicators, all aimed at continuous improvement.





BAHIA DEL DUQUE
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Experience World Class Service



THE TAIS

www.thetaishotels.com