

We look after everything to take care of you



## RESTRICTIONS AND NEW PROTOCOLS IBEROSTAR SELECTION ANTHELIA

Iberostar has been working on **hygiene, security and health** for its different destinations and on its promise to **take care of the customer, collaborators, suppliers, commercial partners and also the environment**.

For **over 60 years we have been operating with the highest standards**, and now in times of COVID we are **enriching and strengthening our procedures and protocols** with a holistic view, scientific rigour and without taking a step back in **caring for the ecosystem**. Now more than ever, we need responsible tourism that cares for people, the environment and is committed to creating healthy environments. We want to look after everything to protect our employees and our customers.

And we do this a unique way, **following the science** to ensure health safety without giving up **our commitment to circularity policies** as part of the **Wave of Change** movement to protect the environment and oceans. We have incorporated a **Medical Advisory Board**, made up of biologists and doctors specialised in public health in the tourism industry. **The experts who form the new team are Sebastian Crespi Rotger**, founder and CEO of the Biolinea Internacional consulting, and **Dr Javier Perez Fernandez**, specialist in intensive care and Medical Director in the best hospitals in Miami (USA). Following their recommendations and the ones from the public authorities and sanitary institutions, we have developed **measures to safeguard our employees and guarantee the customers' experience**, implementing new procedures in restaurants, and during check-in, using masks made of recycled material and implementing measures which favour frequent hand washing to minimise the use of gloves.

All these measures comply rigorously with the **Iberostar Group's circularity policies, which promote a more resilient ecosystem** that is free of single-use plastic and where only products that minimise environmental impact are used. The new disinfection and sanitation protocols against COVID-19 have been **verified by SGS**, the global leader in inspection, verification, analysis and certification.

The goal is to make our customers feel **safer than ever**, to help them leave their matters aside and make them feel **as good as always**.

[More info](#)

FACILITIES AND SERVICES	RESTRICTIONS AND NEW PROTOCOLS
<b>BARS AND RESTAURANTS</b> <i>We may organise different breakfast, lunch and dinner sittings to avoid congestion.</i>	
<b>Zeus Restaurant</b>	<i>This restaurant will serve two sittings for breakfast and dinner. Table spacing.</i>
<b>Portofino Restaurant</b>	<i>This restaurant will serve two sittings. Table spacing. One free dinner per week (to choose between Portofino or Poseidon) to clients on Half Board and All Inclusive, with a minimum stay of 7 nights.</i>
<b>Poseidon Gourmet Restaurant</b>	<i>This restaurant will serve two sittings. Table spacing. One free dinner per week (to choose between Portofino or Poseidon) to clients on Half Board and All Inclusive, with a minimum stay of 7 nights.</i>

<b>Sea Soul</b>	<i>This restaurant will serve two sittings. Table spacing. Reservation is compulsory.</i>
<b>Zumería Pool Snack Bar</b>	<i>No service at the bar. Table spacing.</i>
<b>Barito Pool Bar</b>	<i>No service at the bar. Table spacing.</i>
<b>Barbeque Restaurant</b>	<i>Table spacing. Reservation is compulsory.</i>
<b>Lobby bar</b>	<i>No service at the bar. Table spacing.</i>
<b>ROOMS</b>	
<b>Room service</b>	<i>With preventive measures that follow POST COVID-19 protocols.</i>
<b>Cleaning</b>	<i>POST COVID-19 cleaning protocols are carried out.</i>
<b>Night open beds</b>	<i>Available.</i>
<b>SPA SENSATIONS (Available from 3rd Jul. 2020)</b>	
<b>Indoor Pools</b>	<i>One free access per person and week for all-inclusive clients (rest of boards, with cost).</i>
<b>Treatments</b>	<i>With preventive measures that follow POST COVID-19 protocols.</i>
<b>Gym</b>	<i>With preventive measures that follow POST COVID-19 protocols.</i>
<b>Sauna / Hammam</b>	<i>With preventive measures that follow POST COVID-19 protocols.</i>
<b>Hairdressing / Esthetic</b>	<i>With preventive measures that follow POST COVID-19 protocols.</i>
<b>FRONT OFFICE</b>	
<b>Check - in / Check - out, Concierge</b>	<i>You must check in online before arriving at the hotel. Social distance among guests. POST COVID-19 cleaning protocols are carried out. Check in time: 15:00 hrs. Check out time: 11:00 hrs.</i>
<b>Luggage Room</b>	<i>Assisted service. POST COVID-19 cleaning protocols are carried out.</i>
<b>Valet</b>	<i>Unavailable during the initial phase.</i>
<b>POOLS</b>	
<b>Main pool</b>	<i>Available. POST COVID-19 cleaning protocols are carried out.</i>
<b>Solarium</b>	<i>POST COVID-19 cleaning protocols are carried out. Distances between sun loungers. Reduced capacity.</i>
<b>ENTERTAINMENT</b>	
<b>Star Camp, Activities &amp; shows</b>	<i>Suitable activities for limited numbers using personal equipment. Table spacing. Disinfection of shared equipment.</i>

**In line with state regulations, masks must be worn at buffets and in common areas when a safe distance cannot be maintained.**

## THE FOUR DRIVING FORCES HOW WE CARE VALUES



### SAFE ENVIRONMENT

Your safest holidays



### STANDARDS OF HYGIENE

Clean Space, Safe Space



### SOCIAL DISTANCING

Stay apart, remain united



### SMARTEST INNOVATION

Leading innovative luxury

## Safe environment

Authentic leadership to ensure that employees, customers, communities and the ecosystem are protected.

- **External certifications such as** Earth Check or Crystal International Standards, among others and the verification of protocols by SGS (world leader in inspection, analysis and certifications) reinforce the company's commitment to health.
- Faithful compliance with the **WHO recommendations and local laws**.
- Safe access with **health checks** for suppliers and employees.
- 24/7 centralised **medical service** with ambulance available and safety/isolation rooms within the hotel itself.
- **Check** of all goods and products that arrive at hotels, favouring **local and sustainable provenance**.
- **Food from known, local and sustainable origins**, with the unique focus of our **Honest Food** philosophy and with the assurance of controlled traceability.
- **Specialised personnel, trained and equipped** with hygiene and protection measures.



## Standards of Hygiene

We are reinforcing and demonstrating our preparation in terms of cleaning, hygiene and disinfection, keeping all the spaces of the hotel free of worry.

- **Advice from virology experts** to adapt our protocols to the new situation, increasing the frequency of disinfection of all spaces (before and multiple times a day) and establishing an always-on cleaning process.
- **New cleaning measures and protocols** with certified and sustainable products and natural-based systems that ensure sterilisation with a **minimum impact** on the water system and waste disposal in line with our circularity policies.
- **Specific protocol to disinfect rooms**, cleaning of textiles in washrooms and employee access to rooms.
- Excellent and safe **buffet**, with a single touch point, individual presentation of the gastronomic offer and making use of the process to minimise food waste.



## Social distancing

We are enhancing the use of open and outdoor spaces, including it as a safety measure, but also as a real luxury that we will enjoy these holidays.

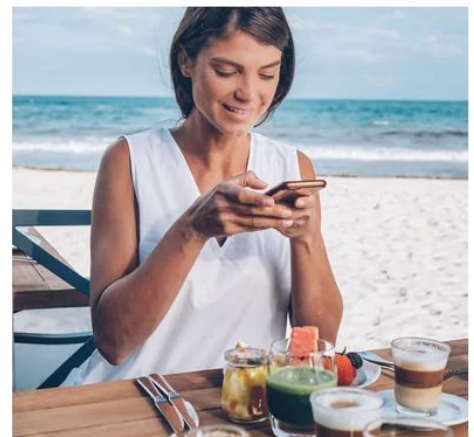


- **Large natural spaces** in the resort bring you close to nature and protect employees and customers. **Signage indicating the flow of people** is now being added.
- **Hotel occupancy at a maximum of 70% capacity** to reinforce security and other measures, such as spacing between loungers and other furniture.
- **Fewer tables** in à la carte restaurants and increased space in our buffets, taking advantage of outdoor areas and creating new outdoor dining experiences.
- **Eco-2-Go Star Café:** increase of take away options using compostable or reusable packaging to ensure circularity.
- **Room service** to enjoy the best of our gastronomy in a more intimate environment.
- **Entertainment.** Entertainment. Experiences, workshops, activities and live music shows outdoors (or indoors with capacity limit).
- **Family activities** in smaller groups and with prior reservation.

## Smartest innovation

We are promoting innovation at the service of information and communication, to be as close as ever without contact.

- **Digital pre-check-in** and online check out: safer and more recommended, but also more agile and comfortable.
- We are reinforcing our **paperless philosophy**: the use of paper decreases in restaurants and rooms, with information available in digital media: App, Totems, QR Code
- **Touchless experience with the App or via the 24-hour e-concierge** to access all our services in just one click: book a table for dinner, check the menu or search for leisure activities among others.
- **Star Camp**: through the figure of the "medic superhero", we will explain to children how they have to interact and play together, with adapted procedures to the new situation, games with safe distances, etc.



*Latest update: July 3rd, 2020*

[Check up-to-date information here](#), or email our team at [contactcenter@iberostar.com](mailto:contactcenter@iberostar.com)

*Iberostar reserves the right to update this information, to ensure your safety and comply with current legislation.*