

Hotel Jardín Tecina

REOPENING PROTOCOL



We want you to fully enjoy your stay with the utmost safety, hygiene, control and quality assurance, living your holidays as before, albeit in a different way. **Different by Nature.**

At **Hotel Jardín Tecina** we have striven to make you feel safe and comfortable in our unique sustainable environment. That's why we have created the **"We take care of you, we take care of everyone"** programme, so that you can get to know in-depth the protocols and measures that will ensure you can enjoy your stay at our hotel with complete peace of mind. In all measures we pursue the up-to-date recommendations given by experts and have adapted our prevention and hygiene processes so that guests, employees and partners feel protected and safe in all our facilities.

And lastly, we have created a Technical Committee of experts who will ensure paramount safety at Hotel Jardín Tecina.

You'll be **in good hands** here.

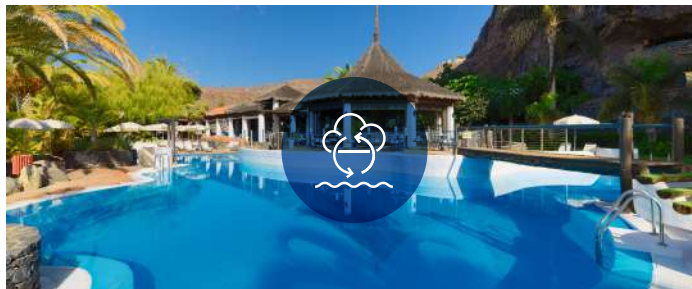
Hygiene and disinfection

Our hotel follows a strict cleaning and disinfection regime to guarantee the safety of guests and workers, based on three key actions:

- **Common areas:** front desk, lobby, bathrooms, restaurants, exteriors and corridors and common elements are continuously disinfected following protocols and with medical frequency.
- **Rooms:** complete disinfection of rooms, including objects, decoration, and all surfaces with sanitary protocol in textile washing. After each stay, the rooms will be completely disinfected and vacated for the time recommended by the health institutions.
- **Kitchen/bar/cafeteria:** comprehensive and regular sterilisation, including all utensils, based on sanitary protocols.



Air & water: purification protocols



- **Ventilation and air-conditioning:** the frequency of inspections of ventilation and air-conditioning systems and decontamination protocols has been increased.
- **Swimming pools:** water purification protocols are reviewed and applied in accordance with the new regulations.
- **Water disinfection:** drinking-water disinfection and wastewater treatment standards are strictly followed.

Social distancing

We want to be alongside you, but above all we want you to feel safe. We have introduced a system of signs and vinyls that will easily remind you of the social distancing rules to be respected throughout our premises. In addition, you will always have the assistance of our staff who will ensure the proper implementation of the measures for the good of everybody.

We have also redesigned our common areas pursuant to new legislation that guarantees separation between people. You will be able to enjoy all the facilities with the guarantee of being protected.

Employees and clients will be provided with protective measures for their use at all times. Because people are our top priority.



Food and beverage service adapted to the new regulations

We ensure food safety by adapting to new processes so that you can enjoy our services with complete peace of mind:

- **Assisted buffet**
- **Take-away service** in single-use packaging
- **Room service** in a la carte products
- **Catering for events and meetings** taking care of the presentation and avoiding the risk of contagion
- **Menu service** in our restaurants

As always, we continue to offer the highest quality and we prioritise local produce from our **Eco Finca Tecina** (adjacent to Club Laurel), as well as demanding certification from suppliers and controlling safety in the delivery processes.



Protection and safety of our clients



Proper protection is essential for the safety of our clients. Accordingly, we provide you with disinfectant gels, masks and gloves to use during your stay.

We also take extreme precautions with personnel and suppliers who enter the hotel premises, following all the safety protocols and using the proper protection equipment.

Employee protection and safety

Our staff is one of the great values of Hotel Jardín Tecina. We take the utmost care of their health and protection with full guarantees:

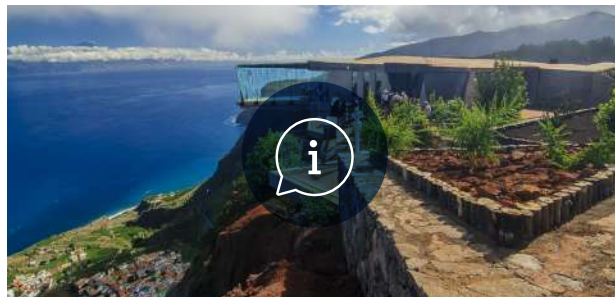
- **Daily checks** before and after their workday.
- **Special training:** all our employees are trained in safety protocols and practices in line with the latest health regulations.
- **Early detection programmes:** we follow a strict control in case of health problems, as well as contact with medical services and transportation of those affected.
- **Supply of protective and hygienic material** to be able to carry out their tasks in complete safety.
- **Control of suppliers and mandatory compliance with safety protocol** for access to hotel facilities.



Info & recommendations

To provide our clients with the maximum information, we have created an online service with guidelines and recommendations to make your visit totally secure.

The online service includes a directory of hospital services and chemists on the island, as well as recommendations for transport and safety measures in the various tourist attractions offered by La Gomera.



Digitalisation of processes



The personalised treatment with each client is extremely important for us, and we want to continue being by your side yet minimising the risks to the extent possible.

For this reason we have promoted **digitalisation in our processes** such as **FastPass** (fast check-in and check-out), **online customer service** (increasing online information on services and room-service orders) and creating an **immediate communication service via the APP** with the guest in case of any doubt or need.

Health safety

Our hotel has health-safety experts who will be in charge of ensuring the introduction of the new safety measures and training employees. These experts will ensure that all employees, clients and suppliers comply with safety protocols and provide them with the necessary equipment.

All standards will be applied with the highest level of eco-responsibility, as sustainable development is one of our core objectives.



Thank you
for helping us meet the standards