



[CUIDAMOS DE TI]

B - S A F E

BY PY HOTELS AND RESORTS

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[WE REALLY CARE ABOUT YOU]

*For PY Hotels and Resorts, taking care of our guests and our employees is and will be our main goal.
That is why we have implemented new health and safety protocols*

OUR STAFF

All our staff will be specifically trained in hygiene standards
They will be protected at all times, having the necessary equipment to carry out their work with all the sanitary guarantees

NEW STANDARDS

Digitization of all hotel documents to ensure accessibility at any time
Pre-check in to devote the entire time for a personalized attention to the guest
Express Check out to make the hotel departure more comfortable
Paperless invoice shipping via e-mail
Online Guest Service to solve any doubts during the stay
24 hours private health care in the hotel / extra cost /
Possibility of the COVID test through a concerted medical center / extra cost /
Strict control and disinfection of all goods entering the hotel
Specific contingency plan to apply in COVID19 detection cases
Personal protection equipments available for the guests

PY HOTELS AND RESORTS

ROOMS

Cleaning and disinfection of rooms with approved sanitary products, paying special attention to most used elements

Removing decorative and non-essential elements

Our service will be customized by the guest... luxury will be based on our service

Room will be cleaned when it is unoccupied

New amenities selection including hydroalcoholic gel

Linen washing will be carried out following the recommended time and temperature instructions to ensure disinfection

COMMON AREAS

Hydroalcoholic gel dispensers (mandatory use in all restaurants and bars)

New cleaning protocols to ensure disinfection of most used elements

Recommended routes of circulation and visual cues will be established to remember the social distance between people

Screens in areas where minimum safety distance cannot be guaranteed

POOLS AND SOLARIUMS

Separation between sunbeds to maintain the recommended safety distance

Daily disinfection of sunbeds, mats and solarium

Water quality control following strict protocols set by Health Department

ENTERTAINMENT

Implementation of new protocols to ensure hygiene and social distance

New ways to encourage our guests... equally entertaining!!

RESTAURANTES

Capacity control and table separation

Buffets assisted by our staff

Adequacy of opening hours

Digital menus

The washing of crockery, glassware and cutlery will be carried out under a protocol that ensures its hygiene and will be protected until handled by the guest

Restaurant booking via online or through our Guest Experience Center



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