



SHERATON

EST. 1937

Success Together

Experience “The New Normality at Sheraton La Caleta”

“Our Commitment To Clean”

“The New Normality at Restaurants and Bars”



DEEPER, MORE FREQUENT CLEANING



LESS CONTACT, MORE CONNECTION



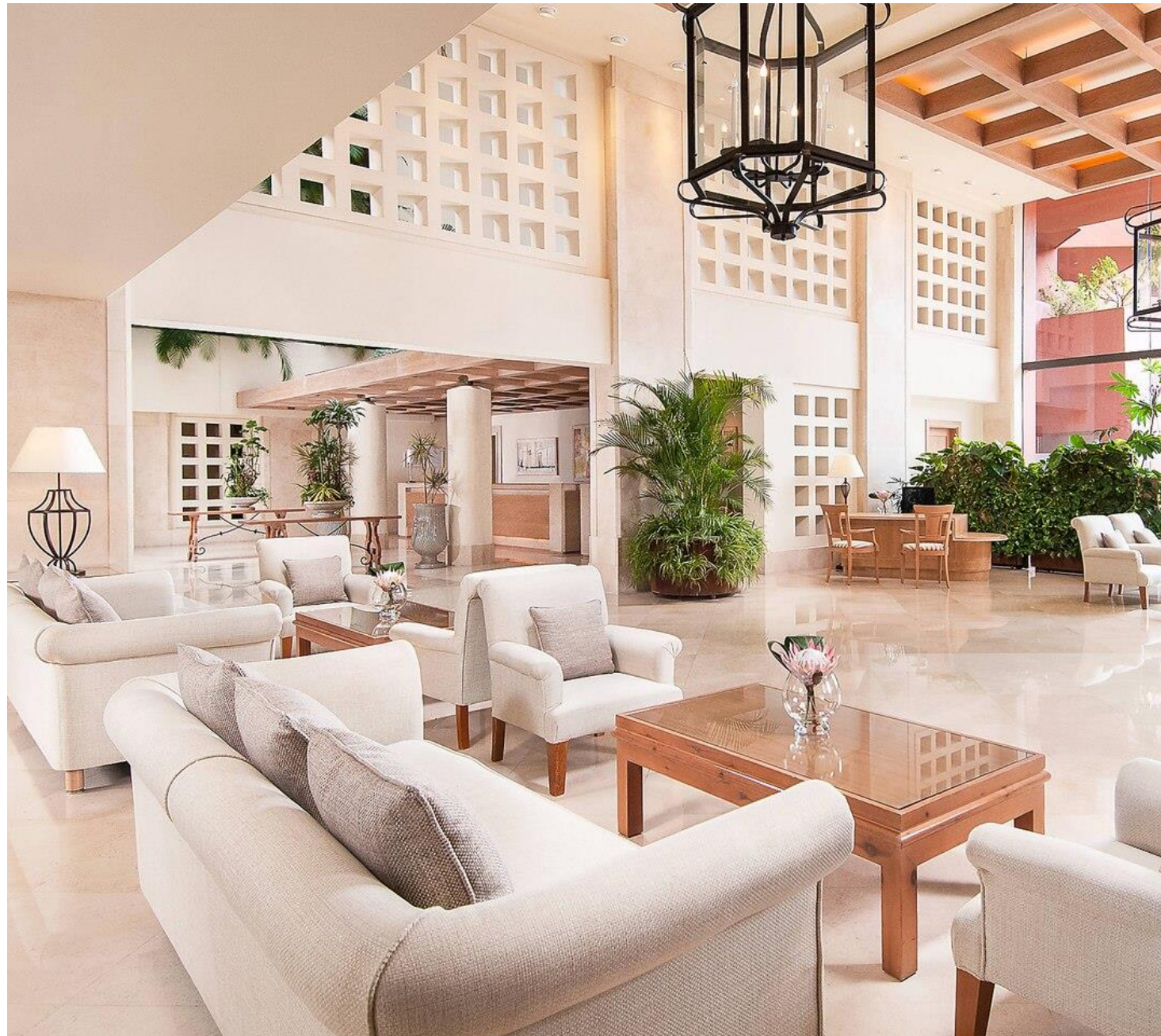
A SHARED RESPONSIBILITY



Check-in/Check-out experience

MOBILE CHECK-IN/OUT & MOBILE KEY

- Utilization of the Marriott Bonvoy™ app: check-in, access your room, or order room service
- Contactless entrance to guest rooms
- Contactless payment
- All desks at the reception area are equipped with plexiglass screens and are disinfected several times per day
- Floors in all public areas and lobby are marked, allowing to apply social distancing principles





Spend the night at Sheraton La Caleta

ENHANCED CLEANING

- Guest rooms are cleaned with disinfectant cleaning materials and with an extra focus on high contact zones
- Furniture and fixtures are disinfected with new products to consider the new normality cleanliness standards
- Reduce all non-essential high touch items (magazines, books, etc.)
- Replace classic paper menus and information with digital media on TVs or smartphones through the provision of QR codes
- Promote the use of the Marriott Bonvoy app for chats and requests before arrival, during the stay and after departure to allow contactless yet personal interactions on property
- Rooms are cleaned upon request, and without the guest being present during the cleaning process
- All members of housekeeping are obliged to wear gloves and masks while being on duty

Food & beverage offer

Safe & simple

- All staff wear face masks and gloves
- Modified floor plans and reduced seating to ensure social distancing
- Redesign of buffets and menus to reduce/eliminate contact areas
- Introduction of grab-and-go and ready-to-eat options in restaurants and bars
- Disinfection of tables after every use
- Chinaware, glasses, cutlery, and utensils are disinfected through high-temperature rinsing cycles to comply with local laws and corporate health and food safety protocols



Safe meetings

We reviewed our event capacities based on the required minimum distance between each attendee and have reduced it by at least 50% . We guarantee the following standards for your event:

- Floor plans of all meeting rooms have been revised to ensure social distancing, with 1,5 meters distance between each participant.
- Heightened cleanliness protocols, which also includes the disinfection of meeting rooms and public areas with electrostatic sprayers
- Hand sanitizing dispensers are available throughout all meeting rooms, public areas, restrooms, and the provision of disinfectant wipes in all guest rooms
- Signage in the hotel indicating the necessary minimum distance
- Coffee break, lunch and dinner outdoor areas exclusively reserved for the group attendees and comply with standards of the new normality
- Mobile check in and check out as well as Mobile dining
- Disinfection of all tables after every use and also of chinaware, glasses, cutlery, and utensils
- All staff wear face masks and gloves

Meals & Breaks

- Lunch, dinners and coffee breaks are tailored to group size and comply with the new normality standards
- Introduction of grab-and-go and ready-to-eat options for all groups/meetings
- Disinfection of all tables after every use and also of chinaware, glasses, cutlery, and utensils
- Modified floor plans to ensure social distancing during meal breaks



Reopening on the 31st of July

Can't wait to personally welcome you and look each other in the eyes

