

Health policy Hotel Mas Falgarona

Given the current situation, from the Mas Falgarona Hotel we want our customers to feel calm in an environment of safety and confidence when it comes to the sanitary measures of our facilities. Following the instructions of ICTE and the Ministry of Health, we have trained our workers and implemented a series of new measures in order to follow the necessary protocols of cleanliness, hygiene and safety. Our goal is the maximum well-being of our customers and workers.

General measures

- We have created a safety and hygiene committee where the heads of department ensure compliance of health regulations.
- All workers have been trained in preventive measures by CoVid-19
- The establishment provides all employees with the necessary personal protective equipment so that they can carry out their work
- A daily control of temperature and possible symptoms is done to all workers in a preventive way
- In all work areas there is a cleaning and disinfection area with hydrogel, hand soap and disposable paper towels for drying hands.
- Our suppliers must comply with our safety regulations when delivering goods

Common areas

- We have reduced the capacity of people in the common areas.
- The frequency of cleaning and disinfection of common areas and public toilets has been increased, ensuring the replacement of products for personal hygiene.
- We provide the customer with hydrogels, disposable wipes and bins at various points in the hotel. As well as disposable masks and gloves.
- We have signaled the safety distances in those necessary areas.
- The furniture of terraces and sun loungers in the pool area will be disinfected every morning by our workers.
- The capacity of the outdoor pool will be limited to regulations and will be controlled.

Reception

- Guests can provide their details via e-mail before the arrival in order to speed up the time they may be at the reception and / or not having contact with anything.
- Payment electronically and without contact, if the customer wishes. As well as sending the invoice by email.
- The frequency of cleaning and disinfection of the reception area, access doors, handles and room keys has been increased.
- Maximum capacity in the reception area is 2 people or families. The reception staff will bring protection, and we recommend that the client also bring theirs in this space. We have masks available to the customer.

- Room keys are disinfected before check-in and after check-out.
- We have a non-contact thermometer in order to carry out the appropriate checks in the case of customers with symptoms compatible with Covid-19.

Rooms

- We have a laundry of our own, so we can guarantee that all the processes are carried out in accordance with the regulations. We wash clothes at 60° and with all relevant disinfectant products.
- In order to ensure a safe time between client and client, please be patient while waiting to receive the room.
- We pay special attention to the cleaning of furniture, walls and other surfaces.
- Textiles such as carpets, blankets and decorative pillows have been reduced. If the customer wishes extra pillows or extra blankets can be requested at reception.
- The hair dryer and hangers are sanitized at the customer's exit.
- We have removed the trash from the room so that any handkerchief, mask, etc. concentrate on a single trash can with a lid.

Breakfasts and meals

- We have implemented a new assisted buffet formula in order to reduce the handling of food at breakfast. The quality and variety of breakfast will never change.
- We have expanded the space between tables, limiting the capacity both inside the dining room and on the terrace so that customers can maintain a social distance. In case of high influx, two shifts will be performed.
- In the Junior Suites, Suites, Luxury Suites and Villa, we offer the possibility of breakfast room service in the room, and always depending on availability.
- All crockery and cutlery go through a sanitizing process using high temperature dishwashers (> 80°)
- You are invited to look at the menu in digital format on your own device.
- Our kitchen team complies with all regulations in order to minimize the risks for our customers.

Spa

- The capacity in the water area of the Spa is controlled, by appointment and by time slots.
- The cabins are disinfected and sanitized after each use leaving a safe time to be able to ventilate them properly.
- We carry out the treatments with gloves and mask.
- We have reduced the capacity of the spa to a maximum of 4 people at a time (6 people if they are from the same family).
- We provide the customer with disposable shoes for the spa area.

Cleaning plan

- Increased cleaning and overhaul frequencies, especially in areas of greater contact.
- Daily ventilation of areas of common use in which there are or have been customers.
- Safe use of disinfectant cleaning products, ie freshly prepared bleach solution and 62-71% ethanol concentrations.
- Cleaning trolleys are cleaned and disinfected after daily use.
- In the rooms, priority will be given to ventilation and we recommend that guests ventilate their room while they are there.
- We will pay special attention to the cleaning of walls, floors, ceilings, mirrors and windows, furniture, equipment and decorative and functional elements.