

Hoteles SantoS

HOTELES SANTOS PREMIUM COMMITMENT

With our commitment, we develop an ENVIRONMENT OF TRUST, wishing to make our guests feel safe in order to guarantee that their stay is pleasant, fulfilling the necessary wellbeing requirements and the great responsibility required of us today.

“Grant me the serenity to accept the things I cannot change, courage to change the things I can, and wisdom to know the difference.”

“Serenity Prayer”, Reinhold Niebuhr

1 HOTELES SANTOS PREMIUM COMMITMENT

2 MESURES ADOPTED

2.1 HEALTH AND HYGIENE MEASURES

2.2 EXPERIENTIAL MEASURES

3 GUARANTEES

3.1 HEALTH AND HYGIENE GUARANTEE

3.2 EXPERIENTIAL GUARANTEE

4 MAIN AREAS OF ACTION

4.1 ROOMS

4.2 COMMUNAL SPACES & PREVENTION FOR OUR
GUESTS

4.3 RESTAURANTS, SPA & GYM

4.4 EMPLOYEES & BACKOFFICE

5 CERTIFICATIONS ENGAGEMENT SANTOS PREMIUM HOTELS

1 HOTELES SANTOS PREMIUM COMMITMENT

- We continue with our central identity, offering the best service and assistance to our guests, as well as continuing to maintain the strictest quality and sustainability standards.
- We have adopted the necessary measures generated by this new situation, with continuity in covering the expectations of our guests, offering and guaranteeing an environment of trust and safety during their stays
- Our main responsibility is to offer guarantees and commitment in our value chain and in all our products and services within the whole structure, for guests, employees, suppliers and all other collaborators.
- The firm commitment of Hoteles Santos is created to guarantee a safe and comfortable experience for our guests. Guarantee of cleaning and disinfection, protection, professional care and excellence of service for guests.

2 MEASURES ADOPTED

2.1 HEALTH AND HYGIENE MEASURES

We are implementing health measures, undertaking exhaustive monitoring of basic indicators of health and wellbeing of our employees, and offering our guests the possibility of using measures and protection to give them confidence, available in our establishment.

Processes based on the increase and enhancement of strict cleaning and disinfection protocols in our facilities are adopted, with the adaptation of new products and techniques to the current situation, as well as increasing the number of water-alcohol gel dispensers in the establishment, availability of portable thermometers, and disinfection with ozone machines, in addition to the availability of personal protective equipment for all employees and guests.

2.2 EXPERIENTIAL MEASURES

We want to offer our guests full peace of mind and confidence in their stay for making their trip, offering full flexibility in registration schedules due to reasons related with transport, process computerisation, digitisation of information, and flexibility with their booking at all times, among other measures, offering benefits in wellbeing and caution when needs may arise related with their stay.

These guarantees ensure that their experience is enjoyed, and their maximum satisfaction before and during their stay, with our adaptation to the new situation.

3 GUARANTEES

At **HOTELES SANTOS PREMIUM** we know that for our guests, right now health requires all our attention. We therefore take on our firm commitment to ensuring it, because we know that it is the most important thing in our lives.

We want to offer the guarantee of health that travellers need **to recover their confidence in travelling.**

3.1 HEALTH AND HYGIENE GUARANTEE

The current cleaning and health protocols of **HOTELES SANTOS PREMIUM** carried out in our quality programme detail the hygiene and risk prevention measures of our work processes. These measures have been enhanced with other extraordinary measures in all technical processes, guaranteeing the appropriate use of structural protection elements and reusable materials; controls and organizational measures for personnel; new, exhaustive cleaning and disinfection processes for rooms, communal areas, and other facilities and parts of our establishment; significant preventive measures such as the ventilation of our spaces to guarantee maximum renewal of air; and repeated cleaning and disinfection of all installations and work surfaces.

Additionally, our internal health measures ensure the safety of employees and guests and their interaction. To do so, temperature controls for access to the establishment have also been implemented in the hotel, as well as protective equipment for employees and guests, removal of contagion risk items in our rooms, and other processes which prevent and reduce the frequency and type of contact between people.

Furthermore, the hotel ensures and recommends that all its guests and visitors adopt the preventive measures and good practices recommended by the responsible institutions.



3.2 EXPERIENTIAL GUARANTEE

We firmly believe that our guest must feel safe when choosing our establishments in their travel destination. For this reason, at **HOTELES SANTOS PREMIUM** we offer maximum flexibility in booking trips. We have adopted services based on health and wellbeing, promoting the use of single vehicles for transport, digitising our menus and information within the establishment, and streamlining registration and invoicing processes, etc.

OTHER ADDED VALUES

“Whole day” occupancy, extending the departure time 24 hours after the arrival of the guest, offering the room and our services for 24 hours.

For potential delays in outbound or return flights of our guests exceeding two hours, we offer a courtesy Late Check-Out.

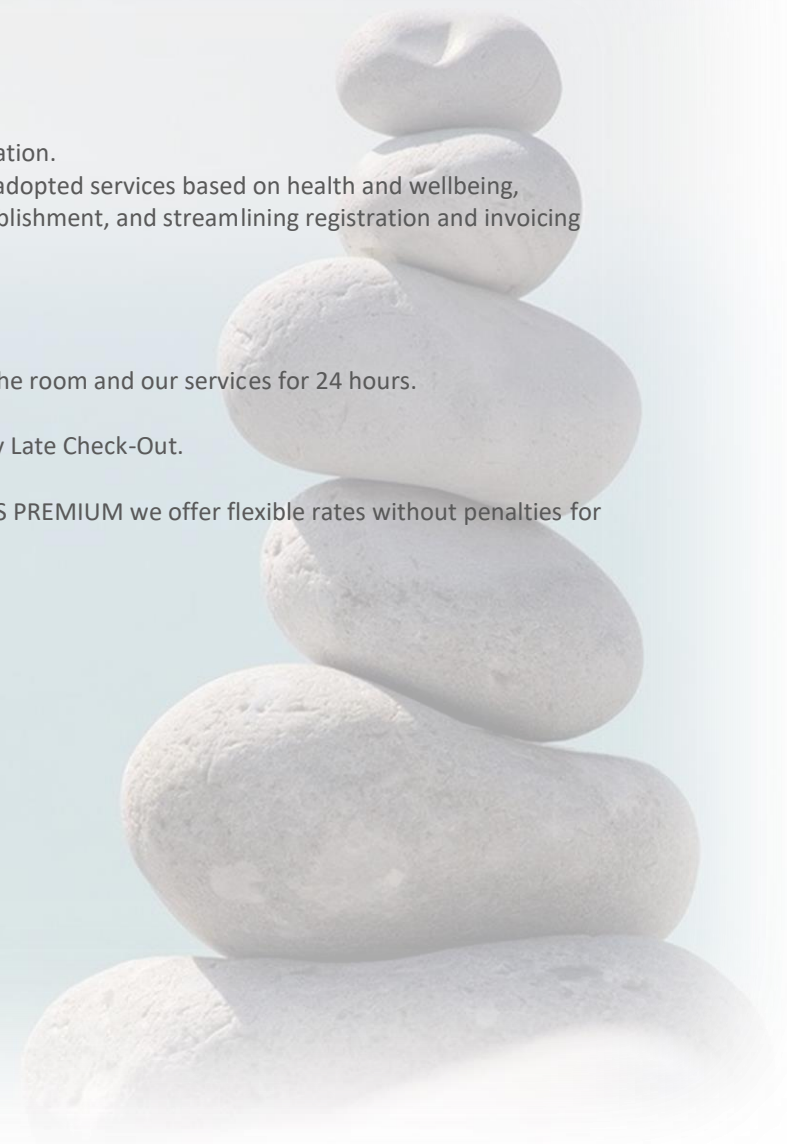
Flexibility in reservations. We believe that changing plans should not be a problem. At HOTELES SANTOS PREMIUM we offer flexible rates without penalties for cancellation up to a few hours before arrival, for reservations made on our website or by telephone.

Cold dinner in the room for arrivals after 00:00 (with prior reservation).

Possibility of requesting Picnic Breakfast for early departures (with prior reservation).

Free cancellation or interruption of the stay for justifiable reasons;

- Justifiable medical reasons
- Missed flight
- Other reasons of force majeure



In case of **lost luggage**, there is a toilet bag of **Bulgari** items, as well as a free laundry service.

We know that the use of guests' own vehicles is an important travel condition, therefore at **HOTELES SANTOS PREMIUM** we are improving our parking conditions at our hotels, including our fees for this service.

HEALTH AND WELLBEING

Health is taking on great importance, becoming one of the main motivations within the trip.

Therefore, we have a special interest in offering our guests a stay focused on their wellbeing.

Carefully prepared and personalized cuisine, highlighting our local and seasonal products, complementing our services with our thermal circuits, or schedule of activities in our gardens aimed at improving your wellness experience and promoting your relaxation.

To maintain the effectiveness of all these measures and protocols, we need your maximum collaboration with acceptance of and compliance with these measures within the establishment.

4 MAIN AREAS OF ACTION

4.1 ROOMS

We are implementing strict cleaning and disinfection protocols during our guests' stay, paying close attention to surfaces and areas with frequent contact such as bathrooms, doors, etc. Additionally, there is preventive isolation of these rooms for their next occupancy, and limited availability of our establishment, guaranteeing safe distances for our guests.

SPECIFIC HYGIENE MEASURES IN EACH ROOM

- o Our laundry service has the CERTIFICATION and PROTOCOL FOR DISINFECTION AND TREATMENT OF CLOTHING, which through different tests and action plans guarantees the optimal state of linens, installations and cleaning processes.
- o Protected, separated process for collection and treatment of our linens, preventing any cross between clean clothing and items to be removed.
- o Training and protocols on monitoring and safety of processes by personnel acting in caring for materials using chemical products, handling ozone machines, and cleaning processes of all rooms.
- o Use of sanitisation products indicated by competent bodies, effective for combatting viruses and bacteria.
- o Treatment of rooms with ozone machines as a protocol prior to their occupancy.
- o Removal of decorative elements, rugs, cushions and plaids from rooms, as well as stationary items and other elements.
- o We disinfect the upholstery of sofas and chairs, as well as curtains and blinds using liquid disinfectants, as well as sterilising higher risk areas such as telephones, TV remote controls and coffee makers, as well as coffee cups and sugar bowls, duly sterilising them.
- o All products have been removed from the minibar, and are available from room service.
- o We assign rooms for each stay, complying with a prior isolation period following the previous guest. Additionally, any change of room will have to be checked in advance, guaranteeing compliance with time periods for our guests.
- o We package and disinfect various components of rooms in self-adhesive biodegradable bags, such as remote controls and telephone handsets.
- o Likewise, bathroom items will be available in hygienic biodegradable bags.
- o Included in the welcome items are disinfectant hand gel and a mask in an individual kit for our guests in travel format. In case of needing an additional kit, don't hesitate to request it.
- o We replace reusable materials with sustainable disposable items to guarantee the proper disinfection of each item.
- o We offer courtesy disposable bottles of water in our rooms in sustainable tetrabrik containers.
- o You can request any additional amenity that you require from us.
- o We offer our coffee service with the guarantee of sanitisation and cleaning, and complement it with disposable elements for use.
- o We remove our bags of laundry, delivering them upon request, with our personnel completing the registration.
- o We remove our cloth bags for shoes, individually wrapped and disposable.
- o The hair dryer will be duly disinfected and sanitised for use.
- o If the guest does not want the daily cleaning service to be carried out in their room, we will organise the replacement of their linens and towels in based on their needs.

4.2 COMMUNAL SPACES & PREVENTION FOR OUR GUESTS

The frequency of cleaning and disinfection has been intensified and increased in all our communal areas, identifying areas with the most contact in them and applying greater measures to them. These measures are also carried out on the vehicles which enter our facilities, and with the luggage of each guest.

SPECIFIC PREVENTIVE HYGIENE MEASURES IN COMMUNAL SPACES AND FOR GUESTS

- o In our processes, cleaning and disinfection techniques will be increased for each area of the hotel. For specific surfaces, increased care will be taken, with special attention to reception and concierge counters and bars, different access doors, and our public toilets. These measures will be accompanied by visible records of the times and frequency of the work.
- o The keys to our rooms will be issued to the guest properly disinfected and packaged with guaranteed hygiene for use.
- o All our communal spaces have water-alcohol gen dispensers available to offer continuity in the use of this product throughout the establishment. At our main entrances, we also have disinfection trays for shoes, guaranteeing proper, hygienic access to the building.
- o The proper use of protective equipment such as masks and gloves will be supervised and monitored continuously by our safety and hygiene committee.
- o Reservation of spaces: Our restaurants will have limited occupancy, with reservation being necessary to guarantee times and availability.
- o Additionally, at our swimming pool we will have a specific number of hammocks which will have been disinfected at the start of the day, repeating this process after use by guests. They will be available guaranteeing safe distances, it not being possible to move them or move from one to another. These hammocks can be reserved, marking them as occupied. Swimming pool towels will be available in guests' rooms, which will be given directly to our personnel for removal in accordance with our hygiene controls.

- o Temperature measurement: We have laser thermometers available to all guests, for obligatory temperature measurement of all employees daily before starting their working day and the arrival of our guests.

ONLINE CHECK-IN

We offer the possibility of registration prior to the guest's arrival in order to reduce presence at reception, avoiding time taken for this process.

Once the client arrives at the hotel, their registration will be prepared for checking and signing.

- o We want to optimise our processes by digitising them to the maximum. For invoicing, the guest may obtain their invoice telematically after departure and coordinate with the hotel when undertaking it.

4.3 RESTAURANTS, SPA & GYM

Different communal spaces and services will be attended to with specific measures for each one.

SPECIFIC HYGIENIC PREVENTIVE MEASURES FOR RESTAURANTS

- o After restaurant services, ventilation times are stipulated for each area until the next use.
- o We replace our napkin services with high quality disposable material.
- o We use the same measures on the cleaning certification for our tablecloths in the night service.
- o We disinfect all dishes and glasses in dishwashers at over 80 degrees.
- o Restaurant employees will always wear gloves and masks for assembling table services, as well as a face shield during the service.
- o We have a water-alcohol gel at the entrance of our spaces.
- o The use of masks and gloves will be implemented in the kitchen, dishwashing and cleaning, and processing of goods from our storage rooms and chambers.
- o We offer our menu in disposable or digital QR code format.



INDIVIDUAL BREAKFAST SERVED AT THE TABLE

- o We offer an exquisite personalised breakfast served at the table. Our personnel will serve our products and coffee service upon request. It may also be requested from our room service.
- o Our personnel may be requested to prepare hot dishes on our menu such as omelettes, scrambled eggs, etc.
- o Our room service implements the same safety and hygiene measures in our service, using duly disinfected trays, individually packaged items such as yogurts, juices, etc., and our dishes are duly covered.

SPECIFIC HYGIENIC PREVENTIVE MEASURES FOR SPAS

- o Spa employees will always wear gloves and masks.
- o We have a water-alcohol gel at the entrance of our spaces.
- o Our counter will be disinfected and sanitised constantly. To sign the access document, previously treated pens and printed registration forms will be used upon entry.
- o Our water circuit may be accessed by prior appointment and with limited access guaranteeing security measures. The circuit will be established as 60 minutes, so that after use we can proceed to disinfect the hot beds, hammam and sauna.
- o The number of people who may access it will depend on the dimensions of each of our centres.
- o The time of use will be established every few hours, and depending on each centre.
- o We are working to incorporate our personalised room treatments, respecting the necessary protocols guaranteeing safety between employees and clients.

SPECIFIC HYGIENIC PREVENTIVE MEASURES FOR GYMS

- o Our gym may be accessed by prior appointment and with limited access guaranteeing the safety measures.
- o Its use will be established at 60 minutes, so that after use we can proceed to disinfect the machinery used.
- o The number of people who may access it will depend on the dimensions of each of our centres.
- o 24 hour access is limited so as to be able to manage supervision of the facilities.
- o Access to the changing rooms will be restricted, it being necessary to access it wearing appropriate clothing for exercising.

4.4 EMPLOYEES & BACKOFFICE

We are employing the same attention and care in our processes in all spaces where the HOTELES SANTOS PREMIUM team works, also increasing the frequency of cleaning, sanitisation and disinfection, focusing on areas of high contact and transit such as employee entrances, laundry, offices and changing rooms.

SPECIFIC HYGIENIC PREVENTIVE MEASURES FOR EMPLOYEES & BACK OFFICE

- o Our employees who work with the public will be equipped with gloves, masks, face shields and water-alcohol gels. Employees of the cleaning department will also have hats and shoe covers for accessing internal office areas of the establishment.
- o The uniforms of each employee, including shoes will be for exclusive use in our facilities.
- o In our internal areas, our employees will also have constant access to water-alcohol gel dispensers.
- o We will monitor the temperatures of our employees, ensuring that they are in good health.

5 CERTIFICATIONS

LINEN PROCESSING SYSTEMS – “ILUNION LAVANDERIA”

UNE EN ISO 14065: “CERTIFICATION OF BIOCONTAMINATION CONTROL SYSTEM”

ISO 9001:2015 CERTIFICATION OF QUALITY MANAGEMENT SYSTEM

ISO 14001:2015 CERTIFICATION OF ENVIRONMENTAL MANAGEMENT SYSTEM

