



## COVID-19 INFORMATION

Dear customer,

Due to the COVID-19 health alert and in accordance with the approved Spanish decree regarding the objective to protect the health of our customers, staff and sub-contractors, we inform you that we have established the corresponding protocols for the REDUCTION OF HIGIENIC-HEALTH RISKS.

- We use approved anti viral products that are included in the Ministry of Health list for the cleaning and disinfection of your apartment and common areas.
- We disinfect common and transit areas several times a day.
- There are hand-disinfection dispensers the main areas of the resort.

We kindly ask you to read and to agree to our service conditions and preventive measures before booking your apartment.

**During your stay in “Apartamentos Las Tres Palmeras” we need you to:**

- Respect the maximum capacity of reception, **1 person** doing the **check-in** per apartment, handing in the documents for **all** travelers.
- Keep the security distance of **2 meters** minimum to other guests in the resort and common areas. If that should not be possible, it is an obligation to wear a face mask.
- Leave the rooms whilst the cleaning staff or house keeping attend to your apartment. You may go to terrace or balcony.
- Respect the legal capacity limitations at pool and sunbed area. We established a rota for use, if occupation and demand require that.

From “Las Tres Palmeras” we thank you for your collaboration en comprehension and look forward to welcome you.