

SAFE ESTABLISHMENTS.

Bali Group hotels' s most important objective, is that our guests enjoy their stay in the hotels that make up the group in Benidorm, with the greatest guarantee of safety and comfort.

To do this, in an environment where we are in COVID-19, the effort and work at this stage focuses on control, prevention, and health awareness. We are prepared and willing to offer with total security the expected stay of our customers so that they can enjoy their holiday experience in the Hotels of the Group.

Every one of us who takes part in the provision of these services, so that our customers enjoy their stay, need a special collaboration in your awareness of the application of the recommendation rules and their compliance, which is currently needed to enjoy your long-awaited vacation.

We work on the application of all necessary sanitary hygiene measures, which we detail below. These being provisional, pending the protocols set out by the competent authorities in this regard. All these measures will be implemented immediately upon publication to ensure safety in our establishments.

SAFE ESTABLISHMENTS INFORMATION:

- Decrease in contact of products and people.
- Information on the establishment referring to the limitation of capacity.
- Implementation of special prevention plans.
- Preparation of specific procedures in the cleaning and disinfection processes.
- Intensification of cleaning services in common areas.
- Reinforcement for our staff in specific personal protection and hygiene equipment.
- Increased distribution of hygienic points with dispensers and specific prevention elements. Personal prevention kit available to the customer.
- Distributed information poster, with basic rules of prevention, capacity, use of elevators and senses of circulation where required.
- Use of separators, protection screens where required according to health regulations.
- Specific complementary training of our employees, for the adaptation of services.
- Attention to cleaning standards incorporating specific approved products and equipment.
- Technological developments. Information services with letters and directories in QR codes.



GRUPO BALI HOTELES

PRE-ARRIVAL:

- New rates incorporating health insurance, including COVID-19 (Request Information).
- Easy payment by card. Room keys sanitized.

F & D. BUFFETS:

- Adaptation of the buffet to new regulations complementing the APPC guide.
- Custom show cooking.
- Adaptation and extension of service schedules.
- Buffet evolution. Assisted service.
- Powering of Room Service in our hotels.
- New takeaway service.

PERSONAL SPACES:

- Removal of paper, cardboard and pens. Sealing of elements.
- Elimination of dry wash basin elements.
- Possibility of adaptation of personal cleaning services at the request of the client. Rejection of the service, adapted to needs.
- Minibar pack with variety of options available to the customer.
- Power of Room Service in our hotels.

