



MURALTO MADRID PRINCESA

## GUEST PREVENTION PROTOCOLS COVID19

We are conscious about the serious consequences that the COVID19 is causing around the world. And also of concern of all those who trust Muralto Madrid Princesa to enjoy their stay in Madrid and for that reason we are committed to following the instructions of the health authorities, ensuring that we are prepared to face any of the exceptional circumstances that could take place during their stay among us. **Our top priority is the well-being and safety of our guests and team members at all times.**

We want to express our support to all those affected, families and loved ones, without forgetting to thank all those who are giving all their effort and sacrifice helping those affected, health workers, merchants, security forces, hotels staff and **ALL** those who collaborate

On this basis, we have developed different action protocols that are included in our **COVID19 Contingency Plan**, and under the seal:



We take the maximum precautions by applying the recommendations of the World Health Organization and the health experts appointed by the Government of Spain. All members of our team have received specific instructions and cleaning and hygiene measures have been increased throughout the building, with the aim of providing safe and clean environments for our guests and collaborators.

### Inside our official Web Site

You will be able to find out updated information regarding the measures we have implemented and through it you can contact us in order to help you and solve any question you could have regarding your stay.

<https://www.youtube.com/watch?v=T4NoryAreBo&feature=youtu.be>

<https://www.muraltomadridprincesa.com/en/protocoloscovid/>



## During the reservation process

*When you make a reservation with us, you will receive the links to make all the registration procedures in order to make a faster check in and the payment of the services reserved. Once in Muralto, you will have to identify yourself to our front desk staff and they will send you the details of your apartment to enjoy your stay among us.*

*If you will arrive by plane, please follow this link to fill out the health control form and obtain your QR Code, to show it at the control points upon arrival in Spain.*

*<https://www.spth.gob.es/more>*

## Your stay in Muralto

*Due to the Spanish regulation, the protection face mask is mandatory in any public area, so we beg you to wear it while your stay with us. **The three main self-protection rules are these ones:***

- ***Wear the face masks if you are not in your Apartment. We will wear it anytime.***
- ***Keep 1.5 meters of distance between people.***
- ***Wash your hands frequently and thoroughly.***

*If you made the check in online through our App, you will have to identify yourself at Front desk with your ID or Passport, make the digital signature to validate all your personal data and you will get into your mobile and email address your registration card with all the details of your stay and apartment. Our team will present you where your apartment is located and will provide you all the information that you will require to enjoy during your stay.*

*If you did not made the payment before your arrival, we will send a link to your mobile or your email address directly to our payment gateway once at the front desk.*

*Regarding the final invoice, we will send it by email during the checkout process and it will help us to reduce the amount of paper and printer toner used in this procedure.*

*All the elements that you could use during the checking process, such as digital pad for signature, pencil or the key cards, have been disinfected every time they are used and always between the arriving guests.*

*We have disposed hydro alcoholic gel in all our public areas and in every apartment corridors. You will find a **Welcome Self-protection Kit** in your apartment that includes hydro alcoholic gel and a face mask.*



We wish you to keep you updated regarding the **self-protection measures** and how we will proceed in an emergency. You will find printed & digital panels all around the building, including your apartment, with the general prevention rules, recommendations and how you could reach us if you need any help during your stay, including detailed information regarding the nearest hospitals, first aid points and emergency telephone numbers. **Our staff is available 24/7 to make you feel safe.**

You will find **a new floor signage around the common areas** to identify the recommended **social distance** with other guests, and according to the Government regulation, **we have stablished a capacity limitation of people inside the lobby, meeting and breakfast rooms.**

Because of this limitation, maybe we would have to require you to stay in other hotels areas or even waiting outside the lobby until the capacity limit returns to the adequate number of people.

We have **signposted entry and exits routes** in order to avoid crowds at certain times and respect safety distances. Our team will help and inform you when you need it.

**Our new elevators are bigger, more comfortable, quieter and faster**, but you must know that temporarily, only cohabiting people in the same apartment will be able to use them at the same time.

**Our level of cleaning has been highly appreciated by our guests** since years ago. Nevertheless and with the aim to avoid any health issue, **we have increased** the periodicity in this process, including the common areas, before, during and after your stay among us. All these cleaning protocols are based on the protocols established by public and private organizations, such as the **ICTE (Spanish Quality Institute)**, those regulations collected inside the Madrid and Spanish official journal (BOE & BOCM n. 149 20th June 2020), or the protocols based on the **Analysis of Dangers and Critical Monitoring Points System (in Spanish, the APPCC system)** and our **Occupational Risk Prevention Plan** specifically elaborated for Muralto Madrid Princesa because the COVID.

Just as an example, the common areas, elevators and rest rooms cleaning, is made 4 times a day as a minimum, and our cleaning team is permanently in the lobby.

## In your apartment

We wish that you enjoy your stay and our main objective is that your only concern is how to get the most of your visit to Madrid.

Your will find different seals with the **MURALTO SEGURO / STAY SAFE** logo at the entrance of your apartment and any of the rooms or elements that you will find inside it, such as the kitchen utilities, the TV remote control or the telephone. These seals means that all the rooms and items have been **disinfected and sanitized**, as per the protocols mentioned before.



All our team members are ready to help, to advise and to facilitate all the procedures you could need if during your stay you have symptoms compatible with COVID-19: **fever, cough, breathing difficulties**.

**We have been trained and do have all the main information** to proceed if necessary, following the protocols established by the Sanitary Authorities and our Contingency Plan.

In terms of bed and bath linen, our laundry provider certifies the Sanitation procedures in their cleaning process, in which they guarantee:

- Bath towels and bed linen, have been treated con pure oxygen.
- There is a sanitary barrier in the laundry room and in our hotel where clean and dirty clothes **DO NOT** cross at any time.
- The laundry staff has been trained to know all the procedures and be able to transmit them to their customers.
- Laundry carts are sanitized every day.

## Our Breakfast Service

The **quality of our Buffet Breakfast Service** has been recognized along these years and we wish that you keep enjoying this service while you are visiting us.

You will able to enjoy it in our breakfast room **from 7 to 12 am every day, we have extended this service 1 additional hour** to let you decide the time to taste your breakfast. In order to organize the breakfast service, you can select the available shift during the previous day at front desk.

We wish that you enjoy it more comfortably, so if you have reserved during the reservation process, **we will serve it to you in your apartment every day**, presented in individual recyclable boxes and biodegradables items. We remain **fully committed** to caring for our environment and with the **Sustainable Developments Goals (SDG's)**, of which we have already met **9 of the 17 established**, and we are determined to increase our compliance.

Every single tray and breakfast items **has been previously sanitized** by our staff. The providers that serve us, **have to comply an initial sanitary control** made by our staff in the merchandise reception area, where the **HACPP protocols are applied**.

## Our Team members

The **Muralto staff has been trained and has the information required** in order to proceed following the protocols established in the event of a suspected COVID infection. The cleaning of the staff uniforms follows the official regulations in this matter, all of them are sanitized by our cleaning services.



*A specific cleaning process has been established, including type and periodicity of cleaning depending on each item. Muralto takes care of this cleaning process and staff clothing is stored in separate bags from work clothing.*

*We all comply with the procedures of the **Occupational Risk Prevention Program** established for Muralto*

## **Air conditioning Systems**

*The air conditioning maintenance service provides us an air filter cleaning certificate from our Air conditioning maintenance company (ENGIE) who makes the ongoing maintenance in our facilities.*

*The staff coming from any maintenance company wears its own IPE's (Individual Protection Equipment) adapted to their tasks, and they include face masks.*

## **Action Protocols in case of an infection suspect**

*Our **Continuity Plan** includes the protocol if a staying guests or worker inform us about **symptoms compatible with COVID-19**. This is a summary of these protocols:*

- *We will verify if with the symptoms are compatibles with: **fever, cough, breathing difficulties, during in the last 14 days.***
- *In addition with the wearing of face mask, which is compulsory in Spain, **the affected person will be transferred into an isolated area inside the hotel.***
- *No matter if it is a staying guest nor a worker, **isolation and quarantine period inside one of our apartments will be mandatory until final decision received from the Sanitary Authority regarding the transfer to a hospital.***
- *In case of a guest travelling with a **travel agency package**, we will **inform to their emergency contact in Madrid.***
- ***We will facilitate the contact with the local Health Support** (by video call or in person) and in coordination with their local guide, if necessary.*
- *Once the previous mentioned measures have been taken and if a medical evaluation is required to confirm a COVID-19 infection, **we will contact with the Health Authorities through 112 / 061 and according with them we will facilitate a PCR test through the appropriate Health Service.***
- ***All the operation areas will be informed** about the isolation situation in an specific apartment in order to apply the action protocols, especially those that would need to get into the apartment for maintenance or cleaning.*
- ***We will facilitate with all those means** that the guests or worker would require for his/her illness such as thermometer, medication...*
- *The affected guest or worker **will remains in a home isolation** applying the rules established by the Health Service, meanwhile no negative result is confirmed:
  - *To leave the apartment it is not allowed.*
  - *To extreme the hygiene standards.*
  - *The use of the face masks is mandatory even inside the apartment.**



- *If a positive result is received, we will consider the possibility of transfer to a hospital or at home in case of a worker, both with the appropriate security conditions established by the Health authorities for these type of situation. If it would be not possible, an specific action protocol for every single situation will apply, accordingly with the Health authority.*

*In any event our establishment have not any right to hold against his/her will to anyone inside the hotel. If the guest (confirmed or suspected as COVID infected) is no longer in the hotel:*

- *The apartment will be set as out of order at least for 1 week.*
- *An specific cleaning and disinfection protocol will be applied to the apartment.*

***\*\* The Spanish Health Authority has set on September the 7th an Official Responsible Statement that the guest have to fill up before leaving. This Statement will be stored by the hotel up to 28 days after the departure in case of a Health Authority requirement.***

#### ***Cleaning protocols:***

- *The apartments have phone, internet and TV with international channels.*
- *All the apartments have natural ventilation. The individual air conditioning system inside the apartment will be disconnected.*
- *Bath amenities will be provided daily, bin with a lid, disposable glasses and trash bags are available in every apartment.*
- *The dispensable furniture and decoration has been retired in order to facilitate the cleaning process.*

*It is highly recommended that the cleaning is made by the guest him/herself or by his/her companion and the hotel will provide the items and instructions needed to proceed with this cleaning. However the hotel staff will clean the whole apartment at least once per week, following the protocols applicable for checked out apartments.*

*Our cleaning staff will enter inside the apartment of possible infected guest with all the security measures and following the protocols established to avoid any COVID19 infection:*

- *Disposable or washable Personal Protection Equipment (face mask, glasses, gloves and gown).*
- *Two meters security distance regarding the infected person is required.*
- *The cleaning trolley will no enter inside the apartment.*
- *Cleaning and disinfection protocols for a checked out apartment will apply.*
- *All material used for cleaning (cloths, mops, brushes ...) will be discarded or disinfected after use, and all detergent or disinfectant solutions that may have been used will be renewed.*
- *In addition, to do this task, the staff will use PPE (gloves, hygienic mask, hat and disposable apron), and will have hydroalcoholic gel for use at the end of the task and remove the PPE. In case of tasks that generate splashes, the staff will wear glasses or screens (eye protection) and waterproof aprons.*



- *Disposable PPE's will be hygienically scrapped once the task has ended. Washable items will be properly disinfected.*
- *Staff assigned to do this task will receive the appropriate training.*
- *Once the infected guest leaves the hotel, the apartment will remain out of service at least for one week.*
- *If the infected is a staff member, the working area will be disinfected once evacuated, with special attention to the items used by him/her during the shift.*
- *The cleaning will be done with the appropriate disinfection products for every item.*

### **Bed and Bath linens management**

- *The guest will place the room and bath linen inside a closed recycled plastic bag and our staff will collect it and replace it with clean linen. If this procedure is made by the accompanying person, to wear gloves, face mask and apron is mandatory and the linen cannot be shaking. Our staff will collect this bag that will be introduced into another recycled plastic bag, identifying it as a contaminated one in order to be manipulated properly and with the appropriate PPE's by the laundry service. The cleaning process of these items will be done in a 60º washing cycle.*

### **Waste management**

- *The guest will leave his/her wastes inside waste bags (bag 1), will put it inside another waste bag (bag 2), using gloves and the rest of the waste of the apartment (including the used gloves) and this second bag will be collected by the hotel staff daily. This waste bag will be introduced into a third bag, using the appropriate gloves, and everything will be discarded inside the waste container.*

### **Repairs inside the Apartment**

- *If any repair would be needed to be done inside the apartment with a living affected guest, our staff will wear the appropriate PPE's (face mask, disposable apron and gloves) which will be discarded once left the apartment, washing hands properly. If the guest remains inside, the maintenance service will keep at least two meters of security distance*

### **Food and Beverage service**

- *All those staying and isolated guests due to the infection risk, will be provided with food and beverage service, following these rules:*
  - *The food will be placed in a tray outside the apartment in a room service cart. This cart will not enter inside the apartment and the guest has to collect it and leave it outside it once finished.*
  - *Dishes, cutlery and tray will be managed with disposable gloves and everything will be cleaned in the dishwasher.*



### **Rules for the accompanying person**

- *If the affected guest lives with another person inside the same apartment, will be identified as “close contact” and the following rules will be applicable:*
- *Is it is possible, and additional and adjoining apartment will be offered to the accompanying guest.*
- *He/she must stay auto isolated and if leaves the apartment, must wear a face mask.*
- *The hotel will facilitate the rules applicable to the COVID 19 protocols at home, in the appropriate language.*

### **Contacts identification**

*What we understand as “close contact” for possible, probable or confirmed cases:*

- *Any **person who has provided** any type of care while the guest had symptoms, or cohabiting, family or anybody who presents symptoms while staying in the same place **with a distance lower than 2 meters for at least 15 minutes.***
- ***The Occupational Risk Prevention Service, and specifically its sanitary department,** will take care of the investigation in order to find out the closes contacts and to do the follow up in coordination with the health Authorities.*
  - *Once be informed, this service must collect the information regarding all the persons who had any contact with the affected one and be coordinated with the health authorities.*
  - ***A casual contact with the affected person (possible, probable or confirmed one):** this contact will continue with his/her normal activity and will apply quarantine for 14 days with a passive monitoring of symptoms.*
  - ***A close contact with the affected person (possible, probable or confirmed one):** He/she **must leave the labour activity with a home quarantine for 14 days** and with an active monitoring of symptoms.*

### **Monitoring and control measures:**

- *The Health Authority, once the information about the infection has been analyzed, will place the appropriate measures for every situation and patient, and the first one will be the isolation. Depending on the specific situation, this isolation will be accompanied or not with other specific ones to be determined.*