



Dear Guest,

The health & safety of our guests and team are our utmost importance. Due to global, sanitary Covid19 crisis, we have drawn up a list of security actions and our cleaning program has been expanded with additional procedures and best practices. These strengthened measures are designed to guarantee a safer stay for you and our hotel team members.

### Prior to your arrival:



- **Fast check-in/check-out option:** Guests do not have to spend their time queuing up at the reception. This can be achieved by submitting a photo of documents through the app beforehand. All they have to do after arrival is to pick up room key.

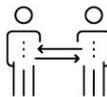
### At Checkin time:



- **Alcohol Hand sanitizer.** We have installed alcohol-based hand sanitizer stations throughout our public and work areas. We encourage you to use them frequently for our mutual safety.



- **Glass screens.** We have placed glass screens at the reception desk. This can add extra protection for both your staff and guests. Use every other lane for the check in to allow social distancing



- **Physical distancing.** Guests should practice physical distancing by standing at least 2 meters or six and half feet away from others not traveling with them, including use of elevators.

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### In Guestrooms:



- **Reduction of in-room furnishings.** We have removed bed runners and decorative pillows, temporarily. Furthermore, some extra equipment: kettle and items stocked in minibars.



- **Laundry protocol.** As virus can survive long time in linens, we wash them at 90°C.



- **Cleaning Room.** We clean the room when client is out. Afternoon turndown service is unavailable now. After the checkout, we leave the room empty for 24 hours before next guest arrival and we clean it deeply.



## In Common Areas: Social Responsibility



- **Breakfast.** Instead of our desirable buffet breakfast, we have created breakfast à la carte including 3 different types: american, spanish, and healthy. We kindly request you to book your choice in advance . Our team will escort you from our entrance until your preferable table which keeps to the stipulated clearance of 2 mt.



- **Covid 19 Training.** Staff has received training on how to manage safety and protocols .



- **Face Masks.** During all times when in contact with guests and/or other employees, our employees must wear face masks. Guests are required to wear masks when in public areas.



- **Cleaning, cleaning and cleaning.** Enhanced cleaning in public areas has been increased with special care in public restrooms, doorknobs, desks and elevators. A minimum of 6 times a day will be cleaned according to Spanish Ban.



- **Body temperature.** Team members check one's body temperature before starting their workday and they wash their hands frequently while working. Gloves are provided at any time if they are needed.

We are pleased to welcoming you soon. We know this will be a transition period for many, including us however as always, we're here to provide good and safe hospitality.