

# COVID-19 PROTOCOL

LA  
ISLA  
Y EL  
MAR

HOTEL BOUTIQUE  
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Following the recommendations of the WHO, the guidelines of the Spanish government and the Institute of Tourist Quality, **we have developed, in cooperation with our collaborators, a protocol of prevention and safety against COVID-19 so that you can enjoy your holidays with complete tranquility in La Isla y el mar, Boutique Hotel.** To facilitate the planning of your holidays we have made the booking conditions more flexible through our website. If you need to change or cancel your reservation prior to December 31, 2020, please send an email to [reservas@staymar.com](mailto:reservas@staymar.com) and we will contact you to make the changes you require at no cost.

We understand that the situation is changing and we want your reservation with us not to be a cause for concern but an enjoyment.

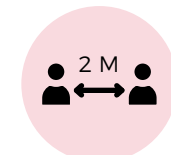
**When we have the opportunity to receive you at La Isla y el mar, Boutique Hotel, you will be able to verify that our COVID-19 action protocol will provide you with a safe environment in which to enjoy your vacation with your loved ones. Our protocol covers all the operational areas of the hotel and will be adapted to current regulations at all times.** All our employees have received training to adapt to the new environment, prioritizing the safety of our clients.



WASH HANDS FREQUENTLY



USE OF MASKS



KEEP SAFETY DISTANCE  
OF 2M BETWEEN PEOPLE



AVOID LARGE CROWDS

## RECEPTION

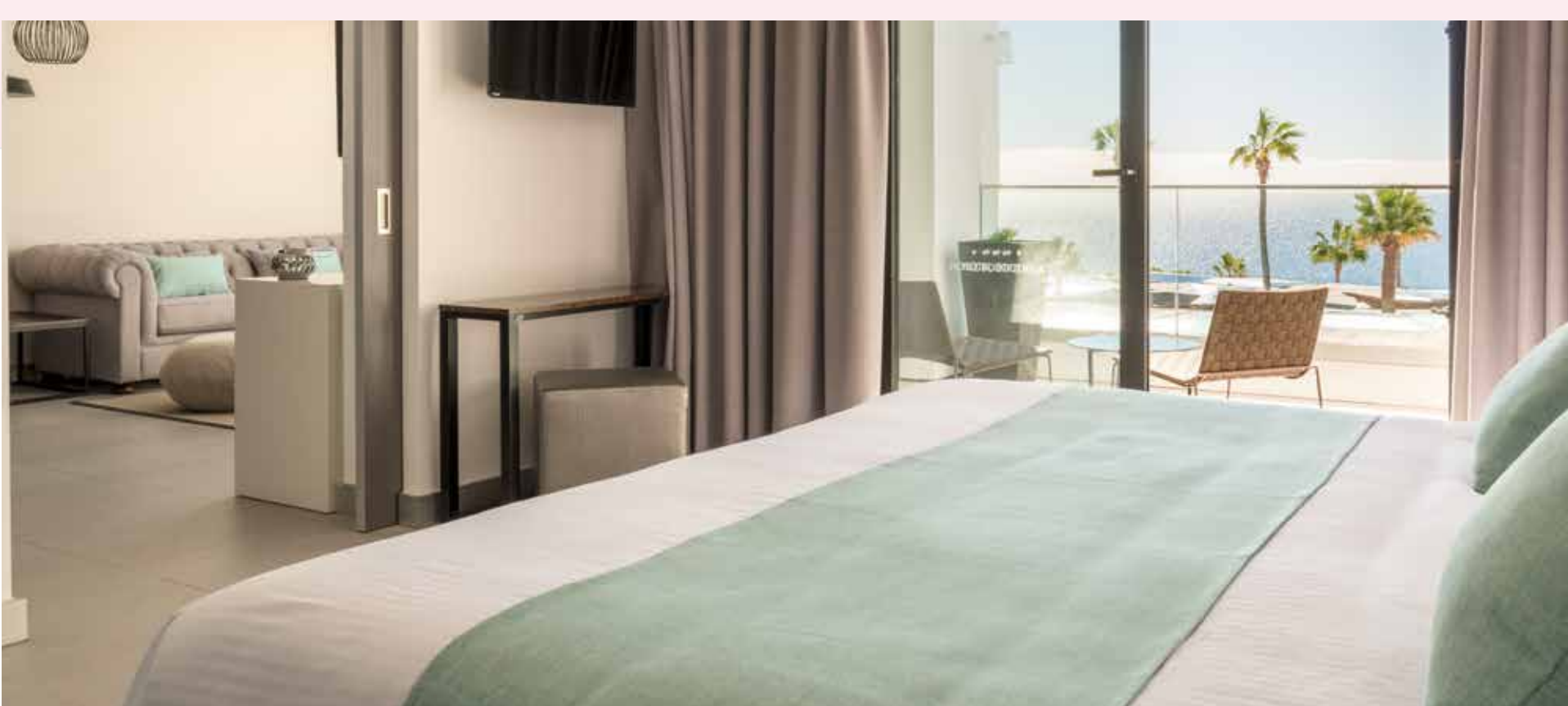
**Safety distance, protective screens, contactless temperature taking, online check-in, disinfection of access cards to the rooms, gel dispensers, disinfection every shift...** are some of the measures that we have implemented to guarantee a hygienically safe environment.



## ROOMS

**To ensure that your room is perfectly sanitized, we have introduced exhaustive cleaning with proven virucidal products into our protocol;** cleaning supplies unique to each room; removal of non-essential items such as stationery, plastics and cushions; disinfection of TV controls, air conditioning; systematic high-temperature steam cleaning of textiles such as sofas, curtains.

Our staff will carry out their tasks with suitable personal protective gear.



## POOLS AND COMMUNAL AREAS

Sunbeds and umbrellas will be placed with the necessary separation to guarantee the safety of all our clients. **Our staff will ensure that distances are respected.**

Each sunbed and umbrella will be cleaned with suitable products after each use.

The pool is specially treated to keep it a perfectly safe environment.



## BUFFET RESTAURANT

There is no reason for COVID-19 to decrease the quality of our dining service. **We will maintain our renowned buffet with the necessary protection measures, individualized portions, more cooked-to-order cuisine, but with the variety and quality that characterizes us.**

We will have to limit the capacity to guarantee the safety distances and we will establish enough shifts so that each client can enjoy our gastronomic delights with relaxation and tranquility.



## KENTIA GOURMET CLUB

In our à-la-carte restaurant, Kentia Gourmet Club, we will maintain the same protocol **with the necessary protection measures.**

We will have to limit the capacity to guarantee the safety distances and will establish enough shifts so that each client can enjoy our gastronomic delights with relaxation and tranquility.



**We have an agreed action protocol with Hospiten, leader in healthcare in Lanzarote, to treat possible cases of infection with immediate transfer to the hospital.** Our employees are regularly tested and have been instructed to remain at home with the least possible symptoms.

These are simply some of the procedures that we have established so that together we can maintain an environment that allows you to enjoy your holidays with us.

If you have any questions, concerns or comments, please send us an email to [repcion@laislayelmar.com](mailto:repcion@laislayelmar.com), **and we will be happy to assist you.**

We hope to see you soon at La Isla y el mar, Boutique Hotel, meanwhile receive the most affectionate greetings from our team.

LA ISLA Y EL MAR  
HOTEL BOUTIQUE  
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