



Safety Program

H10 Hotels, with you and your safety in mind.

At H10 Hotels, we want your only concern to be enjoying your holiday.

Our company has always distinguished itself by having the highest quality standards in our services, as well as the most rigorous cleaning and safety protocols. That's why, in COVID-19 times, we have increased these protocols for action and prevention to ensure the health and well-being of our guests, employees and collaborators in all our establishments.

In order to develop these protocols and safety and hygiene measures, we have worked in alliance with **Preverisk Group and Bio 9000**, leading international companies in food safety, hygiene and health. The processes designed follow WHO recommendations and those of other international organizations.

We continuously train and provide information to our teams on necessary updates for their safety. Furthermore, all of our employees have received specific training from **Johnson Diversey**, a leading international company in cleaning and disinfection products and procedures.

After a few months of implementation, **Preverisk Group and Bio 9000** have awarded our open hotels the **Covid-19 Hygiene Response Certificate and Covid Protocol Certification**, respectively. In addition, both companies advise us on how to continually monitor the established protocols.



Safe environment

- **Temperature monitoring for all guests** at the hotel Front Desk.
- **We provide medical care** if necessary throughout your stay.
- **Turismo de Canarias provides travel insurance coverage** for tourists travelling to the Canary Islands, which covers **medical expenses, medical repatriation and expenses incurred** for the prolongation of stays (up to 15 days) at the hotel due to quarantine. More information here.
- **Entry into Spain:** All passengers who come from a high-risk country/area for the SARS-CoV-2 coronavirus are obligated to present a **certificate with a NEGATIVE PCR (COVID-19 RT-PCR) result from a test carried out no more than 72 hours prior to your trip**. Check here for a list of countries/risk areas.
- More information before travelling to Spain.
- From 1 February, guests from the U.S. staying in our Caribbean hotels will have the option of taking the **COVID-19 antigen test, as is required before returning to their country of origin, at the hotel and at no additional cost**. You can check the conditions here.



Staff

- Continuous training for all staff on **hygiene and prevention measures**.
- **Temperature monitoring** of all staff at the beginning of each working day.
- In all areas of our hotels, **staff is equipped with personal protection equipment and trained on how to use it correctly**.
- **Social distancing** measures.



Front Desk

- **Express Pass:** new online check-in and check-out system to streamline procedures both upon arrival at and departure from the hotel.
- **Prioritization of payment by contactless credit card**.
- **Social distancing** measures between guests and employees.
- **Disinfection and sterilization of magnetic room keys** after each use.
- **Temperature monitoring** upon arrival at the hotel.
- Specific **baggage management hygiene** measures.



Rooms

- **Thorough cleaning of the entire room** with virucidal products recommended by Johnson Diversey.
- **Increased frequency of disinfection** of high-touch surfaces such as switches, door handles, doors and bathroom fittings.
- Each room will be left vacant for at least 24 hours before being occupied by a new guest.
- **Washing of clothes and textiles with special programmes** to guarantee maximum hygiene.
- **Bottle of hand sanitizer** and kit consisting of **two facemasks**.
- **QR codes** for Hotel Services Directory information.



Common areas

- **Thorough and more frequent cleaning** of public areas, with special attention to bathrooms and high-touch areas.
- **Continuous ventilation** of all areas.
- **Intensified filter cleaning in climate control systems**.
- Common areas equipped with numerous **hand sanitizer dispensers**.
- Maximum capacity established in order to guarantee the **minimum safety distance** between people.
- **Hotel facilities will have information and signage** on the adopted hygiene and prevention measures.



Restaurants and Bars

- **Hand sanitizer dispensers** at all entrances to restaurants and bars.
- **Limited capacity** in restaurants and bars.
- Establishment of the **minimum safety distance** between tables.
- **Disinfection of tables and chairs** after each use.
- **Cleaning of kitchenware and equipment** with disinfectant products at the end of each service.
- **Prioritization of table service, individual presentations and show cooking**.
- **Use of QR codes** for restaurant and bar menus.



Swimming Pools

- Furniture redistribution according to the **minimum safety distance** between sun loungers.
- **Limited capacity** in the swimming pool area.
- Intensified **maintenance and treatment of pool water** in order to guarantee optimum quality.
- **Increased frequency of cleaning** and disinfection of the pool area and its furniture.

