



## GENERAL SAFETY PROTOCOL



Implementation of WHO international guidelines and national guidelines and recommendations for the safety of the entire community;



Advice on local hygiene and safety regulations, optimizing both safety criteria and objectives;

Medical control respecting the laws in force;



Clear signage of hygiene and cleaning protocols, social distance and operational recommendations;



Mandatory use of the appropriate PPE's defined by law to the entire community;

Disinfection points available throughout the unit;



Continuous monitoring of the well-being of team members;



Management of guest flow to control circulation congestion;

Selected suppliers and partners that comply with all the hygiene and safety protocols of the hospitality sector, guaranteeing the customer a safe 360° experience;

## HYGIENE AND CLEANING



Updated cleaning and hygiene protocols for MICE areas and equipment;



Cleaning service for materials intended for events at the entrance to the facilities;

Hand sanitizing gel available in all areas of banquets and events;



Security seal on the doors that guarantees the cleanliness of the meeting room;

## INNOVATION AND TECHNOLOGY



We recommend using personal smart devices and tablets to take notes;

We privilege digital technologies that integrate virtual experiences in the event planning process (virtual inspection visits, creation of virtual events, event communications management);



We provide the use of hybrid scenarios (online and in-person) to allow participants to watch and participate both virtual and physically;



We allow online check-in and check-out to promote physical distance and avoid queues;

We offer Wi-Fi bandwidth capacity adjusted to meet the needs of big online events, conferences and webinars;



We enable consistent and regular digital communication with customers through the organization's channels;



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## MAINTENANCE AND ENGINEERING



All equipment is sanitized after each use and related management of A / V equipment;



We keep windows and doors open whenever possible to facilitate air circulation;

We have protocols for the control and treatment of water quality and disinfection;



We have updated and optimized the HVAC (Heating, Ventilation and Air Conditioning) and technical maintenance protocols in crucial areas;

## VENUES



We analyze and evaluate orders individually and align them with the health and safety policies of the event venue (entertainment areas following protocols in accordance with local legislation);



We apply the maximum capacity of the meeting spaces adjusted to each setup, ensuring safe physical distance in accordance with the law;

Tables and chairs are disinfected during breaks at meetings;



The event space and / or organizer may require compliance with additional health and safety protocols to a partner company;



We apply the appropriate cleaning and sanitation protocols;

We provide individual protection equipment for each participant;



We have disinfectant gel dispensers available at each entrance / exit to meeting rooms and event spaces;



We control the management of the flow of participants in the lobby areas of the event spaces;

## FOOD SAFETY



New standards and service approach to F&B needs with updated hygiene and safety procedures for the new context;

Sustainable individual options;



Special adaptation of the coffee break areas to maintain physical distance and a clear identification of spaces for each event;



Gastronomic offer adapted with specific hygiene and safety protocols for each type of experience;

Management of the flow of external deliveries;



Adequate cleaning and sanitation protocols.

Real Hotels Group thanks you for your support and loyalty.

Covid-19 Contingency Plan [here](#)