



RULES FOR USE OF THE PREVENTION FACILITIES OF COVID-19

Clients staying at La Mirage must be informed and commit to comply with and respect the special rules of coexistence and use of facilities in the prevention of contagion by COVID-19.

These rules (which are based on current regulations) are indicated at the reception, on the hotel signage and on our website: www.lamirageswingers.com.

For the record of their knowledge, guests will sign their consent to acceptance at the hotel reception upon arrival.

Clients should practice basic hygiene rules in preventing COVID-19:

- **The use of the mask is mandatory throughout the complex, except in all these exceptions: inside your bungalow, while you are sitting at the bar tables, while you are sitting or lying in the pool hammocks, in the Balinese, inside the pools.**
- We have rearranged the furniture in the pool areas, the hammocks are separated into groups of two in the same area, and to maintain a safe distance they cannot be moved from their position.
- Balinese beds: Maximum 2 people.
- Respect social distancing (1.5 m.) Between people.
- On public roads, in open-air spaces and in any closed space for public use, or that is open to the public, regardless of maintaining the interpersonal safety distance of at least 1.5 meters.
- In the hotel and catering establishments and services, including bars and cafeterias, the obligation to use the mask is excluded only at the time of food or drink intake.
- On the beaches and swimming pools, the obligation to use the mask during bathing and while remaining in a specific space, without moving, and provided that respect for the interpersonal safety distance between all users can be guaranteed. cohabiting. In any case, the use of a mask will be mandatory in the entrances, movements and walks that take place in these spaces and facilities.
- Frequent hand washing / hygiene, particularly when accessing shared areas (common areas, swimming pool, bar ...). To do this, guests have sanitizing gel or wipes at various points in the hotel.
- Use inside of elbow to cover mouth / nose when coughing or sneezing, or use disposable tissues and wash hands afterward.
- Avoid touching your mouth, nose or eyes in public spaces.
- Smoking is prohibited in all premises and establishments open to the public, even on the outdoor terraces.
- Smoking allowed on public roads, keeping a safety distance of 2 m permanently from other people.
- Smoking is not allowed while traveling on public roads.

Customers must respect social distancing with people outside the family or coexistence:

- Avoid greetings that involve physical contact (hugs, kisses, shaking hands ...).
- Respect the gaugings established in common areas (if any and are required according to regulations), and particularly in those in which there is no physical control by the establishment.
- Respect schedules and other regulations that may have been established by the establishment to comply with the permitted capacity.
- Respect the distances (1.5 m.) Between people established at points of attention to the public (reception, bar ...).
- In the bar the buffet will be assisted (not free use), so the hotel staff will serve it directly to the client.
- Do not stay in the room during cleaning, maintenance or repair services to be carried out in it.
- Mandatory use of masks for clients with symptoms and cases in which the social distance of 1.5 m is not respected.

At the first signs of symptoms consistent with COVID-19 disease (fever, cough, or respiratory distress), clients should:

- Self-isolate (affected and living together).
- Inform the establishment (at the reception) by telephone of the situation.

RECEPTION

- Necessary measures are established to ensure the distance between client and employees. If this is not possible between the employee and the client, adequate security measures (mask) are established.
- Disinfectant solution is available in the entrance and reception areas, as well as in common areas.
- Sharing objects is avoided and, if they are, they are disinfected after use.
- Brochures, magazines, newspapers and other common elements are avoided to prevent infections.
- Distance markers to ensure the minimum safety distance.
- Payment by credit card (contactless) is encouraged and the POS is disinfected after each use.
- The counter is cleaned at least once a day according to the influx of customers.
- Room keys are disinfected after each use and before delivery to the guest.
- The allocation of rooms is carried out guaranteeing hygienic disinfection measures.

ROOM CLEANING AND MAINTENANCE

- The staff, cleaning and maintenance do not agree to provide service in the rooms while the client remains inside, except for just cause.
- Cleaning and maintenance personnel use personal protective equipment according to each situation, such as the use of a mask and vinyl / acrylonitrile gloves.
- Gloves and masks should be discarded depending on their useful life and conditions of use.
- The cleaning will open exterior doors and windows to ventilate the installation.
- In the exceptional case of having to make a repair with the client inside, it is necessary to urge the client to use a mask.

BAR

- Attempts are made to reduce customer manipulation and intervention to prevent the risk of contagion. At breakfast and dinner, there will be a buffet assisted by the hotel staff provided with gloves and a mask, so that the client will not intervene on the food. It will be the staff who handle the food.
- Commonly used items and equipment are replaced such as cruets, salt cellars, oil cans, beverage dispensers, sugar cubes, etc. and other decorative elements.
- Service personnel will wear gloves and a mask whenever it is not possible to maintain the minimum safety distance from the client.
- A HACCP system (Hazard Analysis and Critical Control Points) updated with COVID-19 is maintained to guarantee food safety and hygiene.

SWIMMING POOL

- The correct chlorine and pH parameters are regularly measured and adjusted in the pool, a chlorination system and a good hydraulic and filtration system are available and the capacity is respected (if necessary) to meet safety distances.
- In the pool deck area, the capacity is maintained to meet safety distances. The areas outside the pool are cleaned and disinfected as well as the surroundings, the shower and the sun loungers.

If the client does not comply with the regulations formulated by the company, especially regarding safety and prevention against Covid19, the establishment may terminate the contract with said client immediately.