

COVID-19 HEALTH & SAFETY PROTOCOLS

For **CaminoByTheWay**, ensuring the safety and well-being of our clients is a top priority. This is why, in line with the advice of authorities, we are implementing the following health & safety protocols. When it comes to our key services of transfers and accommodation, **CaminoByTheWay** will make sure to hire service providers who comply fully with the following safety measures:

TRANSFERS

1. In all private coach transfers a system of physical distancing between passengers will be implemented.
2. Passengers will be obliged to wear masks for the duration of each journey.

HOTELS

1. All hotel staff will wear masks and gloves, while screen guards and sanitizing gel dispensers will be installed to provide the greatest possible protection to guests. Guests will also be advised to wear protective face masks.
2. There will be an increase in the number of daily deep cleanings and disinfections in both the dining and common areas.
3. All common areas will be ventilated and deep cleaned using cleaning products approved by the Spanish Ministry of Health.
4. Staff tools and equipment (cleaning trolleys, cloths, sweeping brushes etc), as well as items used by guests (chairs, tables etc) will be disinfected before and after use.
5. Sanitizing gel dispensers will be placed in accessible locations across all outdoor terraces.
6. It will be recommended to maintain a distance of two metres between people. The capacity of dining areas will be reduced to accommodate this, while tables in both indoor and outdoor areas will be positioned so that this distance is maintained.
7. Only one person will be allowed use the elevator at any given time.
8. **Bedroom health & safety measures:** Non-essential features or embellishments (such as cushions) are to be removed in order to limit risk. Moreover, blankets will be wrapped in protective single-use plastic sheets, while open dustbins will be replaced with pedal-operated lidded bins. All rooms will be ventilated every day, regardless of whether they have been used or not. After check out, guests will be asked to leave the keys to their rooms in a special box located at reception; the keys will be fully disinfected before use by another guest.

GENERAL SAFETY GUIDELINES

1. Wash your hands regularly with water, soap or hand sanitizer.
2. Avoid touching your face, especially your eyes, nose and mouth.
3. Cough into your elbow or a disposable handkerchief. Dispose of the latter immediately after use.
4. Wear a mask or maintain a safe distance between other people when advised.

