



The measures described here are intended to explain the actions carried out by all the Hotels that are part of the Majestic Hotel Group, ensuring that your stay with us is safe and, with the collaboration of all, to ensure your health and well-being. These guidelines that we have established respond to the recommendations made by the Spanish and Balearic Islands health authorities. We are sure that, thanks to this, you will be able to enjoy an unforgettable experience with us.

We thank you in advance for your understanding to respect them at this stage of transition.



## REMOTE CHECK-IN

Our team will contact you before your arrival to request your documentation, to minimize your interaction at the counter, this way you will not have to deliver it to the hotel.

## SCHEDULE

HOTELS  
24 hours

PRIVATE SPA  
Upon

Sending the client by previously by WhatsApp all the established security measures, as well as information of the sanitation, disinfection, and sterilization systems that our facilities have.

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## FORMACIÓN ESPECÍFICA

All Majestic Hotel Group employees have specific training related to prevention of COVID 19, and have updated information regarding the pandemic, which they can provided at any time.



## RECOMENDACIONES GENERALES

- **Protec your nose and mouth with a disposable tissue when you cough or sneeze, or with your elbow, and wash your hands right away.**
- **Use the mask any time during your stay in the city, use public transport, or enter a closed area. You can request a kit at the front desk if you need it.**
- **If you have any of the symptoms compatible with the coronavirus (fever, dry cough, difficulty breathing), immediately notify the reception so that they can manage health communication**



## Reservations

Tel.: +34 93 492 22 44 · [reservas@majestichotelgroup.com](mailto:reservas@majestichotelgroup.com) · [www.majestichotelgroup.com](http://www.majestichotelgroup.com)



### ADVANCE RESERVATION

**At the restaurant services, spa, and round-trip airport transfers, it is necessary to make a prior reservation (internal and external clients) to respect capacity.**



### TELEMATIC RESERVATION

**Book by phone, e-mail or online, through the Majestic Hotel Group website or contacting directly with the Hotel.**

## Lobby



### ATTENTION 24 H

**Our staff will attend to your requests throughout the day, maintaining, at all times, the security protocols established by the authorities.**



### CAPACITY

**Groups of up to 10 people are authorized in the reception area. Please take advantage of the ample space of the hotel to guarantee safety distances.**



### SEPARATION

**You must respect a minimum safety distance of 2 meters from other people, customers or employees, present at the reception**



### SCREENS

**Both the reception and other restaurants have protection screens that guarantee distance and prevent airborne contagion.**



### DISINFECTANT

**Repeatedly use the hydroalcoholic gel dispensers that have been arranged in the public areas of the hotel.**



### MOBILE

**Ask at the reception for disinfection products for your mobile and other electronic devices, since it is recommended to clean them when you return to the hotel if you go out on the street with them.**



### PAYMENT

**Please make the payment preferably by contactless credit card, or online, and avoid cash. Dataphones are disinfected every time they are used.**



### LUGGAGE

**The hotel staff will carry out a disinfection process prior to the arrival of the clients' bags in the room upon arrival at the hotel.**



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## Rooms



### TRAVEL CLOTHING

If you wish, the hotel offers you antibacterial cleaning and disinfection products, which will allow you to disinfect your travel clothing



### MASKS

We ask for your collaboration to respect the sanitary regulations established for the use of a mask when social distance cannot be guaranteed. If you do not have them, request one at the reception and we will be delighted to provide it.



### SERVICES INFORMATION

We are digitizing the information of our services so that you can comfortably access them with QR codes.



### SINGLE USE

Following the recommendations of the health authorities, we deposit disposable, ecological and disposable materials in your room: biodegradable paper handkerchiefs and bathroom amenities.



### SAFETY KIT

Upon arrival in the suite you will find a security kit with a mask and hydroalcoholic gel, so you can use it both inside and outside the hotel.



### EXTREME CLEANING

All occupied rooms are cleaned and disinfected twice a day. In addition, curtains and furniture are disinfected daily with a solution of water with hydro alcohol. With each change of client, we proceed to wash between 60° and 90° of all bedding, blankets and cushions

## Restaurant

Breakfast: 07:00-11:00

Lunch: 12.30-15.30h.

Dinner: 20:00h to 23:30h.



### ADVANCE

Restaurant accepts reservations up to 1 hour in advance.

We invite the client to arrive 15 minutes before to comply with the cleaning and disinfection protocols.



### ACCOMPANIMENT

The client will be accompanied to the table by a person from the team to guarantee safety and hygiene measures.



### PERMITTED PASSAGE

A maximum of 25 people is authorized in the restaurant (40% of the capacity), seated in groups of maximum 10 people.



### PREFERRED USE

Whenever the weather is good, catering services will be provided in the outdoor areas: Terrace



### TABLE DISTANCE

Chairs and tables are prohibited from being moved. Only waiters can do it, and respecting safety distances.



### RESTAURANT'S MENU

You can consult the menus by scanning the QR code with your mobile.



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## Measures adopted to prevent COVID'19



### EXTRAS AND CONDIMENTS

If you want any additional seasoning or extra, ask for it to a waiter, since self-service is not allowed due to security measures



### SINGLE-USE MATERIAL

Cloth napkins have been replaced by recycled, disposable, and biodegradable napkins. The glasses and dishes are subjected to washing at very high temperatures to reinforce their cleaning.



### EXTRA PROTECTION

The waiters in the restaurant wear a mask to reinforce security. With each change of client, the tables and chairs are disinfected with a solution of water and hydro alcohol.



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## Private Spa

Under request



### PERMITTED PASSAGE

For strictly individual use, although a maximum of 2 people is authorized if they stay together.



### CLIENT PROTOCOL

Clients are recommended to access the spa directly in a bathrobe.



### TREATMENTS LETTER

Consult the massages and beauty treatments available, especially those of the Natura Bissé and Hora Sexta brand on the website or QR code



### EXTRA PROTECTION

The therapists who carry out the treatments wear approved masks and, when necessary, use special gloves, eye protection and an apron that offer safety and guarantee.



### WATER AND TEA SERVICE

If you want to consume water or an infusion or tea, ask the therapist in charge, since self-service is prohibited due to security measures.



### EXTREME CLEANING

Between services, the hotel has established a time of 45 minutes to proceed with the extreme cleaning and disinfection of the spaces used in the spa, both the treatment cabins and the stretchers, as well as the relaxation areas and Spa cabins.

## Common Areas



### TOILETS

All bathrooms are cleaned and disinfected a minimum of 6 times a day, and this number may increase according to capacity.



### ELEVATOR

Only one person is allowed, or more if they share a room, per journey. All elements of the elevator are cleaned and disinfected every 2 hours to ensure the safety of its users.



### PARKING

Until further notice, and by indication of the health authorities, the valet service will not be offered. However, customers who wish to do so may park their car in a car park located next to the hotel.



### POOL & ROOFTOP

The use of the solarium is allowed, and bathing in the pool. Please, respect the placement of chairs and hammocks to guarantee the security measures established by the health authorities. The disinfection of the furniture in both areas is carried out with each change of client.

## Additional Information



### ACTIVITY REGISTER

The hotel has an internal activity record that detects contacts between people inside the hotel.



### TEMPERATURE TAKING

All hotel employees must undergo a mandatory temperature control twice a day: at the start and end of the shift.



### HYDROALCOHOLIC AIR FRESHENER

The hotel uses the "Clean" air freshener, made with natural products and with 70% alcohol, which acts as an air disinfectant.



### UNIFORM CLEANING

All hotel staff uniforms are cleaned each day at temperatures above 60 degrees.



### SHOES' DISINFECTION

The carpet located at the entrance of Majestic is impregnated with a hydroalcoholic solution that allows the disinfection of the shoes.



### FILTERS AND AIR CONDITIONING

All the air conditioning systems of the hotel are disinfected every day to keep them clean and avoid airborne contagion.



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