

Last update: 14th May 2020

## Covid-19 | Preventive measures

Given the situation of uncertainty that exists regarding the COVID-19 pandemic, in Can Alemany we want you to feel at home at our hotel again very soon, as well as give you full peace of mind.

For that reason, we want to make it easy for you to book and plan your trip, being able to modify or cancel your reservation with flexibility.

In line with government orders, all our Hotel is currently closed. However, as soon as the authorities give permission, we will be reopening our doors and welcoming you.

## Cancellation policy

From Can Alemany we offer you the following exceptional measures while the force majeure lasts:

### Bookings

1. Payment of 50% of the total amount in advance as a confirmation of the reservation.
2. In case of cancellation, 50% previously charged, is refunded up to 30 days before the arrival date. (10,00€ are charged as bank fee)
3. If the cancellation is done after these 30 days, we offer the client total flexibility to change the dates of the reservation until December 2021, with no management fees (*except if there is a rate change due to the change of season*).
4. Guests who have booked through online travel agencies or other intermediaries are advised to contact their travel agency for information on the policies that apply.

### Groups

For reservations made by a group where the hotel has been reserved exclusively, we offer the possibility of canceling your reservation. In this case Can Alemany would refund the total amount paid less 5% of the total reservation that would be deducted from a future reservation in case you decide to return.

## Weddings

Regarding weddings, we won't refund the amounts already paid, but, change of dates based on our availability, will be valued without any problem.

## Celebraciones

In reservations done for celebrations in Can Alemany, we offer the possibility of canceling your reservation. In this case Can Alemany would refund the total amount paid less 5% of the total reservation that would be deducted from a future reservation in case you decide to return.

*We are aware that the COVID-19 pandemic and the response from government and health authorities are constantly changing and developing. Please note that the criteria contained in this document are therefore subject to change over time.*

## Safety: prevention and preparation

In these complex times for tourism, the safety, health and well-being of our customers and employees remain our top priority, which is why we tirelessly to keep our establishment as safe and disinfected as possible.

We have created and implemented a COVID-19 safety and prevention protocol in order to reopen our hotel. The Protocol includes the following points and will be kept updated:

- Detailed and scientifically proven information about the coronavirus, its prevention, reaction and treatment.
- Mandatory standards for hotels, in health, prevention and response, in reporting and escalation of information, and movement and concentration of people.
- Establishment of general operating guidelines for Hotel employees.
- Guidelines for the provision of information and customer awareness.
- Informative and informative materials for employees and clients.
- Lists of hygiene, cleaning and disinfection products, referenced and with technical specifications for cases in which a similar product is required.

Briefly:

### 1. Can Alemany disinfection

- Cleaning frequency and measures to disinfect all rooms, apartments, work areas, common areas and surfaces throughout the hotel will be increased with eco-certified products.
- Our laundry certifies the treatment of clothes at more than 60°C and with disinfectant products.

### 2. Prevention

- We will make available to our guests a *COVID-19 Safety Amenities Set containing individual antiseptic hydroalcoholic gel, gloves and masks.*
- Hand sanitizer will be made available to customers in common areas for use.
- We will equip our workers with personal protective equipment (PPE).
- Reduction and adaptation of the capacity of common areas (swimming pool, chill out patio ...)
- Safety signs with posters of preventive advice.

### 3. Temperature control

A temperature control will be carried out to all guests at the hotel entrance.

### 4. Safety measures in Breakfast service

In order to ensure the protection of all our clients, during the reopening and reactivation period of our breakfast service we will proceed to serve all our breakfasts in the apartments, with the aim of guaranteeing maximum hygiene and precautionary measures, as well as maintaining the safety distances between clients.

## Committed to our environment

From Can Alemany we are aware of the serious side effects that this situation can have on our society and its economy.

Being faithful to our commitment to create prosperity in our environment, we work together with local agents to minimize the effects of this crisis.

- We will make available to our guests a catalog of local restaurants that can directly deliver their menus and specialties to Can Alemany with the corresponding security measures.
- We also offer the option of contacting those supermarkets with local products that can deliver them in Can Alemany, in order to taste them during your stay.
- For us it is very important that our guests can live 100% of our territory during their stay, it is the reason why we have been in touch with local tourist agents in order to be able to offer our clients a catalog of their adapted activities after COVID-19.

## Thank you for your trust

From Can Alemany we hope that normality will soon return. Meanwhile we will be are going out of our way to ensure that, together, we can get through this crisis and that we will be able to give you the welcome you deserve.

As soon as the authorities permit it, we will be back with all our dedication and optimism, to care for you and serve you as you deserve.

## Contact

We are at your disposal on our usual telephone and communication channels, as well as on our website and social networks.

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