



STANDARD OPERATING PROCEDURE FOR COVID-19

UPDATED JUNE 22 2020

After Spanish government declared a state of emergency over the coronavirus, **Hotel Los Habaneros** was chosen one of the hotels where accommodation and meals can be provided to workers of essential services, aswell others situations considered force majeure activities [B.O.E. del Ministerio de Transportes, Movilidad y Agenda Urbana](#)

According to the **WHO** (World Health Organization) the Coronavirus disease (**COVID-19**) is an infectious disease caused by a newly discovered coronavirus.

Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

The best way to prevent and slow down transmission is be well informed about the COVID-19 virus, the disease it causes and how it spreads. Protect yourself and others from infection by washing your hands or using an alcohol based rub frequently and not touching your face.

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow).

At this time, there are no specific vaccines or treatments for COVID-19. However, there are many ongoing clinical trials evaluating potential treatments.

TIPS TO PREVENT CORONAVIRUS TRANSMISSION



Wash your hands frequently with soap



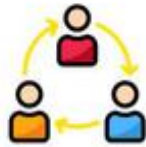
Avoid touching your eyes, mouth or nose



Cover your cough or sneeze with a tissue



Throw tissue in a closed bin after use



Social distancing. Keep your distance with others. Avoid to shake hands



Masks are very useful if they are used properly. Face masks in Spain are compulsory in public spaces where social distancing cannot be respected (2 metres)



The use of gloves is recommended to perform some tasks. However, if they are not used properly it can be dangerous. Generally, the most effective thing is hand washing

Since the beginning of the health alert we have made some measures to face the ongoing situation. The main measures are as follows:

General measures

- At the time of booking, Information regarding to restrictive measures and regulations at the hotel are sent to every guests so that they can know how we are handling the situation and what they can expect before arrival to the establishment.
- Information through posters displayed in the facilities indicating restrictions and hygienic measures.
- Information to workers about the COVID-19 and adjustment of procedures according to the Law on Prevention of Occupational Risks.
- Implementation of telework for some workers, especially those related to administrative tasks.
- Management of the possible contacts in case of suspected case of coronavirus.
- Necessary personal protective equipment for workers based on the risk of each task.

Cleaning and hygiene

- Special attention is given to objects that are frequently touched such as handles, elevator buttons, handrails, switches, doorknobs, etc.
- Special cleaning and disinfection performed in every rooms using virucides approved by the Spanish ministry of health.
- All rooms and common areas are ventilated daily.
- Germicidal hand gel and paper tissues available in common areas.

Reception desk

- We have installed a reception desk protective screen.
- Posters and floor marks for social distancing.
- Separation use of the two available elevators dividing their use by floors for a safer use.
- Restrictions of seats of chairs in the reception hall to guarantee safety distance.
- Quarantine and disinfection of key cards. Guests will receive a new or previously disinfected key card upon arrival. Upon leaving the hotel, the key card is inserted directly into a box.
- Disinfection of objects such as pens when their use is essential and are exchanged between different workers or customers.
- 24-hour attention, email and telephone to answer questions, requests, etc. to avoid face-to-face attention at the hotel reception.

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- Check-in online available to speed up registration, save time at the reception avoiding queues and the exchange of documentation. Once you have confirmed your reservation with us, you must fill out a form through a Google account. It is necessary to fill out a form for each of the guests who will stay at the hotel. [Access all information and the form from this link.](#)
 - We are promoting ways to collect bills without exchanging cash or cards.

Restaurant

- Bar protective screen.
- Availability on request with minimum advance picnic bag to eat outside the hotel, especially indicated for those who for work reasons spend the day outside.
- We have replaced cloth tablecloths with disposable paper tablecloths.
- Distribution of diners in turns to be able to respect seating restrictions.
- Arrangement of tables for minimum separation between diners.
- No extra charge for room service.
- Special control and restriction in the reception of raw materials that is always carried out in a warehouse, so that no supplier or person outside the company has access to the kitchen.
- We are carrying out a specific Covid-19 self-control plan in our kitchen.

RECOMMENDATIONS FOR YOUR STAY AT THE HOTEL

Bookings

You can make your reservation through your usual channel if available. In any case, you can make the reservation with us directly:

 **+34 968 505250** ext. 1 - Reception desk and bookings

 info@hotelhabaneros.com

 <https://www.hotelhabaneroscartagena.com/>

The hotel may request a document that certifies and justifies your trip and stay with us. Before traveling you must have knowledge of the situation in the country and accept possible quarantine restrictions upon arrival.

Once your reservation is confirmed, we recommend you to [check-in online.](#)

We have revised our cancellation and reservation policy to adapt our conditions to current circumstances. As a general rule, the cancellation of the reservation will be free for all reservations made on our website. A fee will be charged if you cancel your reservation on the same day of arrival or no-show. Other conditions may apply for special reservations and groups.

Reservations made by any means before the declaration of the state of emergency will be cancelled with no cost. Reservations made after declaration of state of emergency will be subject to reservation conditions without exception.

At the hotel

- **If at the time of traveling to Cartagena you are isolated due to risk after contact with a person diagnosed with COVID-19, have been diagnosed or have symptoms compatible with the disease, you must cancel your trip, even if your symptoms are mild. Stay home.**
- In the case of having suffered and overcome the disease, you must wait at least two weeks from when the symptoms remitted to be able to travel.
- A temperature test may be requested to every guests upon arrival to check for fever.
- As a hotel establishment, we are considered the residence of the guests while they are staying with us. This means that, for as long as the state of emergency lasts, guests must meet the its obligations.
- From May 2, there is a relaxing of lockdown rules and people is allowed out for exercises and for walks. No time slots.
- Times and access restrictions at the restaurant are subject to change. Please be aware of possible communications displayed in the premises.
- During your stay, we recommend coordinating with restaurant staff your lunch and dinner times if they are to be held at the hotel.
- When you return to the hotel after working outside, it is essential to clean yourself and change into clean clothes before entering the restaurant.
- We have divided the use of the two available elevators by floors. Please use the elevator individually or only accompanied by the person or people with whom you share a room. We recommend, if your physical condition does not prevent it, use the stairs when possible.
- Keep a minimum safety distance of 2 meters with staff and other clients who do not belong to the same family unit. In cases where it is not possible to keep this distance, please wear a mask and maintain good respiratory hygiene habits.
- We plan to have available protection material (masks, gloves, etc.) to provide to our clients. At the moment we cannot guarantee its availability, so we recommend that you bring your own to the hotel.

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- To pay your bill, please avoid making cash payments. You can pay by credit card or with your mobile device. It is also possible by bank transfer before leaving the establishment.
 - Please, at all times, follow the instructions given by the hotel staff. Not respecting the established rules for everyone can lead to serious consequences related to the state of emergency.
 - In case of doubts or requests, please contact the hotel reception from your room phone (**1009**) or by email: **info@hotelhabaneros.com**

What to do if you have symptoms compatible with the Covid-19 while staying at the hotel

It is important to be cautious since the number of symptoms and their intensity vary from different people. These are the most common symptoms:



FEVER



COUGH



SHORTNESS
OF BREATH



SORE THROAT



HEADACHE

If you suspect that you are suffering from the disease, we recommend taking the following steps:

1. You must self isolate at your hotel room.
2. Avoid contact with any other person.
3. Contact the telephones numbers for the Health Department of the Autonomous Region of Murcia: **900 12 12 12 / 112**
4. Follow the directions given by the health authorities.
5. Contact hotel reception by dialing 1009 from your phone in your room and let us know about your situation in order to assist you, provide food and organize room cleaning.

[Link to coronavirus site \(World Health Organization\)](#)

After your stay

Please, if you are diagnosed with a Covid-19 infection or have suspicious symptoms, when it has not been more than 14 days since you left our establishment, please inform the health authorities that you stayed at the hotel so that they can contact us.

This situation is new for all of us. So while this situation lasts we ask for the best collaboration from all the guests. Not respecting the rules established for everyone can lead to unpleasant situations and consequences related to the state of emergency.

We will do everything possible to make your stay at the hotel as pleasant as possible despite the circumstances.

Thank you.

Hotel Los Habaneros



Covid-19 and emergencies

Telephone number for Autonomous Region of Murcia (free): **900 121212**

Emergencies: **112**

Hospital General Universitario Santa Lucía (Cartagena): **968 12 86 00**

City Police: **968 128877**

Fire department: **968 128800**

National Police: **968 320795**

Guardia Civil: **968 501117**

Hotel (from your hotel room)

Reception (24/7): **1009** | e-mail: info@hotelhabaneros.com

Restaurant: **1507**

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