

ELFUERTE

MARBELLA

To whom it may concern.

I herewith confirm that El Fuerte Marbella has implemented the necessary protocols to comply with Covid-19 cleanliness and sanitization official requirements in the hotel premises.

In Marbella, 13th June, 2022.

Maria J. Antúnez
Manager

For the more than 60 years of history of our hotel chain, the highest priority has always been and will be to guarantee the well-being of our employees and guests, now more than ever, maintaining our commitment to high quality standards that define the essence of our brand. Therefore, in addition to following the recommendations of the competent authorities and the World Health Organization, we have put in place a strict protocol for safety and hygiene measures so you can enjoy a well-deserved break worry-free and safely. Because taking care of you is our greatest satisfaction.

The inspiring principles to guarantee the safety of customers and employees are: social distancing, disinfection, reducing contact with shared elements, monitoring the health of employees, keep employees, customers and suppliers informed, and employee training. In addition, there will be an action protocol for infection cases advised by a qualified medical service, as well as medical assistance at the hotel itself.

01. Reception

Online check in

To avoid physically manipulating documents as much as possible, we have implemented online check in for reservations made through our websites or the Call Center, as well as for reservations made through Booking and Expedia. A few days before your arrival, you will receive an email inviting you to check in online. You will only have to fill in your details and those of the people hosted with you.

Once you arrive at the hotel, you only have to identify yourself at the priority counter and our reception team will have your room card ready.

When confirming your reservation, we will send you information regarding the measures taken, as well as how your stay will be. And if you have any questions before your arrival at the hotel, you can contact us by calling +34 951 560 715 and we will clarify any questions you have.

During online check-in, you will be able to book your meal shifts (breakfasts and dinners).

We have masks available for guests at the reception, upon request.

Cleaning

We will provide hand sanitizer at the entrance, as well as a sanitizing disinfectant mat, on which both people and pets must walk. Disinfection of the workplace and work utensils will also be carried out after each work day.

At least every two hours during their corresponding periods of use, all objects and surfaces in transit areas that may be manipulated or contaminated by different people will be cleaned and disinfected, such as lifts or machines, stair handrails, door handles, bells, etc.

Arrangement of a container with disinfectant to deposit the keys / used key cards.

Disinfection of credit card terminals after each use.

In Amàre Marbella, Amàre Ibiza and Fuerte Marbella hall porters will disinfect your bags during check-in.

We have developed a special prevention and maintenance plan for air conditioning, refrigeration and water circuits to ensure air quality and disinfection of terminal points and equipment.

Safety

Maintenance of the safety distance or use of Personal Protective Equipment (PPE) between employees will be controlled.

In the entrances, the information screens are, for the moment, no longer interactive, and now display the information in carousel.

In lifts, the maximum occupancy will be limited to people from the same family unit, unless they all wear face masks.

In all the processes we have been advised by the best, Diversey and Promiquia, as benchmark providers of cleaning and disinfection products; Quiron Prevention in Labor Risk Prevention; Cristal as a company that will audit our processes.

Installation of screen.

To reduce contact, guests will be informed about the telephone number that they can call from their phones to contact reception.

Wearing masks is necessary at the reception and when passing through the hotel.

Digitalisation

The use of the [hotel webapp](#) to consult information and schedules will prevail, to avoid the exchange of documents.

There will be QR codes on posters to get more information on the measures implemented through your phone.

Guests' health control

Any guests who observe that they have symptoms compatible with COVID-19 should immediately notify the reception.

Our guests' temperature will be measured at the entrance of the hotel, always with their permission. Specific protocol will be applied to those who show symptoms compatible with COVID-19.

We will be guided mainly by three symptoms: temperature (fever), cough and respiratory failure. Once these symptoms are observed, guests will be asked to retire to their room while we contact medical services.

02. Rooms

Cleaning

In addition to cleaning, a complete disinfection of the room will be carried out between guests, following a documented procedure.

Special attention will be paid to equipment with a high level of use or contact (telephone, remote control, taps, etc.).

The room will be ventilated daily for at least 5 minutes.

Hangers will be sanitized between guests.

All items that have been used for disinfecting a room will be safely disposed.

Carts and offices will be cleaned and disinfected at every change of shift.

Safety

Cleaning and disinfection personnel will be protected by PPE (personal protective equipment). An internal procedure is established to avoid cross contamination of the room lingerie.

Cleaning and disinfection will be done without the presence of guests.

To avoid the manipulation of documents, both the room service menu, the directory and the spa treatment list will be accessible from your mobile phone through a QR code.

Freed space

Free space of non-essential elements, such as decorative objects, magazines, etc.

In-room minibar service will be avoided if the establishment cannot guarantee its disinfection among guests, although the service will be available on request.

Check lists will be carried out to verify cleanliness.

Prevention

One ambassador per hotel will be appointed to ensure that all safety, hygiene and health measures are being followed.

Creation of a "disinfection team" that will be specialized in the cleaning of rooms occupied by confirmed or suspected cases of coronavirus.

In the event that possible patients cannot be transferred to a hospital center, a specific area of the hotel is reserved with strict measures of allocation and occupation for the rooms, as well as cleaning.

03. Buffet

Capacity control

Buffets are maintained, but individual table reservations will be required to avoid crowds.

When you arrive, reception will inform you of the times you can choose, and will ask if you want to keep them for the rest of the stay or change them. You can also make shift reservations (breakfasts and dinners) during the online check-in process. In addition, appointments can be changed at the hotel -according to availability- at the hostess and reception stands.

A suggested or predefined itinerary is established to avoid crowds in certain areas and prevent contact between guests.

Children under 12 must be accompanied by an adult to access the food area.

Cleaning and hygiene

Disinfection of hands will be mandatory at the entrance.

An even stricter routine of temperature monitoring and more frequent replacement of serving cutlery is imposed.

Complete disinfection of the restaurant before its opening, in addition to tables and chairs disinfection between guests.

After each cleaning, the used materials and personal protective equipment will be safely disposed.

Posters will be displayed informing the guest about these hygiene and disinfection guidelines so they are aware and respect them.

Safety

Guests must wear a mask and disinfect their hands to approach the food area. You can also wear gloves if you prefer it. If you have forgotten your mask, don't worry, we will give you one.

We have removed shared used items from the tables, changing them by single-dose formats, upon request.

A staff member will escort guests to their table.

Seat assignments will be made by keeping safe distances and avoiding transit areas, among other measures.

Drink service will be done at the table.

Payment by credit card and room charge will be enhanced to avoid handling cash.

04. Bar/Restaurant

Cleaning

Hand disinfection will be mandatory at the entrance.

An even stricter routine of temperature monitoring and more frequent replacement of serving cutlery is imposed.

Cleaning and disinfection of workstations at each shift change and disinfection of the credit card terminal after each use.

Posters will be displayed informing the guest about these hygiene and disinfection guidelines so they are aware and respect them.

Disinfection of tables and chairs between guests.

After each cleaning, the materials and the personal protective equipment used will be safely disposed.

Safety

A staff member will escorts guests to their table.

We have removed shared used items from the tables, changing them by single-dose formats, upon request.

Social distancing between tables will be maintained.

Waiters will be protected by masks when serving or accompanying guests.

Capacity control, so it is not exceeded at any time.

Payment by credit card and room charge will be enhanced to avoid handling cash.

Wearing a mask is not necessary when you are sitting at a bar/restaurant table. In the event that you are sitting with other clients, you will have to keep a 1.5 meters separation.

Digital menus

Gastronomic offer accessible in digital format. Availability of QR codes at the tables to be able to link directly the mobile phone to the establishment's menu. Additionally, dining establishments will have blackboards or stands to inform about the gastronomic offer.

In the event that technological means cannot be used, menus or informative material must be able to be disinfected between each use.

05. Pool and beach

Cleaning and disinfection

Safety distance will be respected, the frequency of cleaning and disinfection tasks in the pool and Jacuzzi areas will be reinforced, and water disinfection products suitable for the current situation will be used.

Individual protection measures are also taken care of thanks to the use of masks and gloves by the personnel.

Maintenance of water disinfection levels to the maximum allowed.

Hammocks

Hammocks and sunshades will be separated to keep the mandatory distance, and cards will no longer be required to hand in wet towels after each bathing session.

There will still be hammocks on the beach and a hammock food and drink service at the Amàre Marbella and Fuerte Marbella hotels, respecting the mandatory safety distance.

They will be disinfected before and after each use.

Using a mask is not necessary when you are lying on your hammock, as long as there is a distance of 1.5 meters from other users.

06. Entertainment and Kidsclub

Safety

Activities in small groups to respect the safety distance between people. The duly trained personnel will use protection elements.

Whenever possible, activities will be conducted outdoors and the exchange of objects will be avoided.

The use of a mask is not necessary when children are under 6 years old and while practicing sporting exercises, always when the safety distance is guaranteed.

Disinfection

Availability of hand sanitizer dispensers.

All the material will be disinfected after each use. A more frequent cleaning and disinfection program will be maintained. Hygienic measures of use will be established at the entrance to recreational areas, hand disinfection. Those responsible for childcare will observe high personal hygiene with frequent hand washing and disinfection.

A period of no activity will be ensured between sessions/classes for cleaning and disinfecting the room.

Carrying out activities through the hotel

Children will have, as always, their program of outdoor activities. Once parents arrive at the hotel, they will be informed about how to sign up and our staff will inform them of the safety protocol.

In addition, your little ones will continue enjoying, as until now, the Forti Disco and the Forti Cinema. However, following the protocol established in the buffets section, Forti Dinner is no longer offered.

07. Spa

Cleaning and disinfection

Specific disinfectant material and continuous cleaning of surfaces that are touched the most in the spa (counter, knobs, railings, hammocks, etc.).

Availability of hand sanitizers.

Use of lockers controlled by the reception. Cleaning and disinfection after use.

Cleaning and disinfection of the cabins after each use.

Maintaining water disinfection levels to the maximum allowed.

Sterilization of work utensils.

Safety

Capacity control and maintenance of the safety distance.

Preventive information and signalling of risk areas with posters with preventive advice.

Changing rooms will remain closed for multiple use. They can be used individually or by several members of the same family unit.

Mandatory use of masks by guests. Therapists will be properly protected.

The treatment list will be accessible via phone using a QR code.

Hygiene

Attendance to toilets and bathrooms will always be individual and will be sanitized after each use.

Disposable towels and hand sanitizers will be placed in automatic dispensers.

Isolation, by a transparent protective plastic, of elements that are difficult to clean: remote controls, keyboards, testers, controls, etc.

Commonly used toilets and changing rooms will have drying paper dispensers or hand dryers. Towels (even those for individual use) will be avoided.