

Stay Safe with Meliá

New Extra Cleaning and Hygiene Measures

✓ New cleaning equipment

New cleaning and disinfection protocols, including new cleaning equipment and products to be used in all touch points.

✓ Special prevention plan

A special prevention and maintenance plan for air conditioning, heating, refrigeration and water systems to guarantee air quality and the disinfection of terminal points and equipment.

✓ Stay Safe Ambassador per hotel

An ambassador is appointed to guarantee the implementation of the Stay Safe with Meliá programme.

✓ Personal Protective Equipment

Specific personal protective equipment (PPE) and hygiene equipment. Training in food hygiene and health standards.

✓ Laundry procedures

A protocol has been defined for laundries for washing and collecting linen to avoid contamination.

✓ Cleaning on request

As a customer you can decide whether you want to use the cleaning service during your stay. Cleaning will always be done once the room is empty.

✓ Seals on areas and articles

After disinfection of rooms and meeting rooms, all frequently used items (glasses and remote control) and the entrance to the room will be sealed.

✓ Elimination of paper and waste bin

All paper and stationery in the room will be eliminated and a digital directory installed on the TV and the Meliá APP. The bathroom waste bin will remain and must have a lid, double bag and non-manual opening system.

✓ Elimination of items that are dry cleaned

Decorative items that do not comply with new cleaning protocols (washing at more than 60°) will be eliminated. Example: cushions, plaid, etc.

✓ Dispensers and prevention kit

Hydroalcoholic solution dispensers for hand cleaning will be placed in public areas. A prevention kit with masks, gloves and gel is available for purchase.

New Personal Space: Social Distancing

✓ New signage system

A new signage system to inform and indicate how spaces will be used and the need for social distancing.

✓ Protective screens

Installation of protective screens in reception, and in the dining room services.

✓ Capacity reduction

A space management tool has been implemented to reduce capacity in restaurants, meeting rooms and swimming pools and manage bookings to guarantee social distancing and personal space.

✓ Buffet modification: market-style system

Buffets adapted to a market-style format, with our expert chefs directly serving customers a wide range of different dishes.

✓ New takeaway-meal service

A takeaway service allows customers to enjoy their food wherever they wish

✓ Hygiene certification

Bureau Veritas certifies the hygiene, disinfection and quality standards in all processes.

✓ Digital concierge

Digital concierge through WhatsApp for individual and group customer service.

Certified by

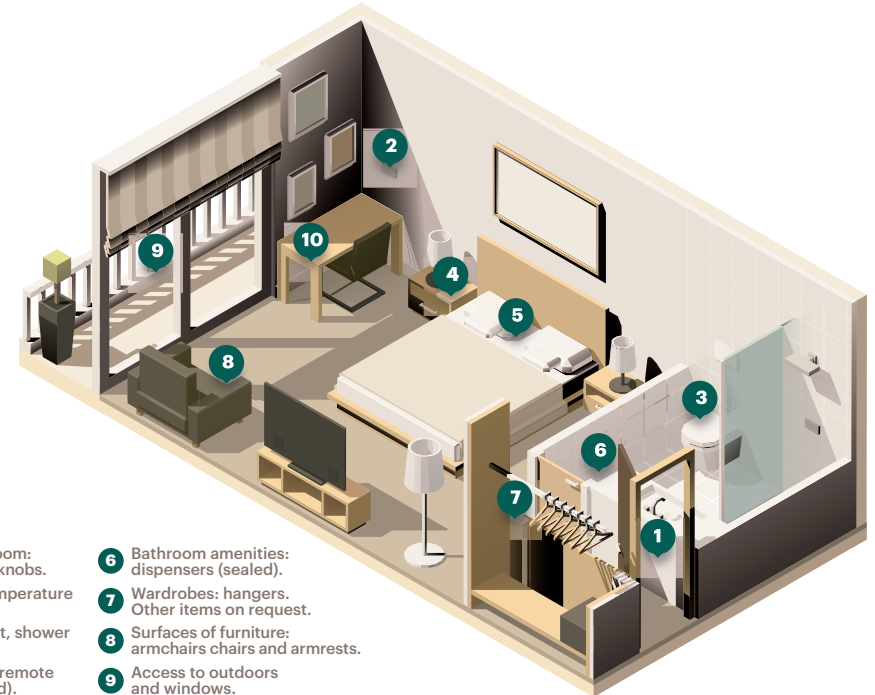


BUREAU VERITAS

MELIÁ HOTELS INTERNATIONAL

Leisure at heart, business in mind

Cleaning and Extra Disinfection Areas



- 1 Access to the room: doors and doorknobs.
- 2 Controls for temperature and lights.
- 3 Bathroom: toilet, shower and washbasin.
- 4 Telephone and remote controls (Sealed).
- 5 Bed linen and headboards.
- 6 Bathroom amenities: dispensers (sealed).
- 7 Wardrobes: hangers. Other items on request.
- 8 Surfaces of furniture: armchairs chairs and armrests.
- 9 Access to outdoors and windows.
- 10 Minibar, in-room service or crockery: on request.

New Covid-19 Cleaning Processes

- ✓ Maximisation of cleaning standards prepared by **Diversey** including new equipment and products.
- ✓ **Cleaning equipment** with personal protective equipment.
- ✓ **Additional protocol** with authorised viricidal products in deep disinfection areas.
- ✓ **Sealing items** after disinfecting the room: remote control, cups or dispensers.
- ✓ **Sealing the room** between stays by different guests by the cleaning staff. Removal of all stationary.
- ✓ **Removal of items requiring dry cleaning** (cushions, plaids).
- ✓ **Cleaning service optional for guests** during their stay.
- ✓ **À la carte minibar.**