

REGULATIONS AND COVID-19 PROTOCOL FOR TOURIST APARTMENTS VILA NOVA

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APARTAMENTOS TURÍSTICOS VILA NOVA Rbla. Exposició, 39-41

INTRODUCTION

Regulations and Protocol

- The regulations and procedures by which any person who stays at the Vila Nova Tourist Apartments must be governed.
- This regulation aims to guarantee the maximum safety conditions for the residents and staff of the Tourist Apartments.
- The action plan included in this protocol includes all the most relevant occupational risk prevention measures associated with COVID-19 and is in accordance with current health regulations.
- These standards and protocols for action could vary depending on new guidelines and regulations that the different administrations may establish in relation to COVID-19 and the containment of the pandemic.

1- Rules for coexistence in the Vila Nova Tourist Apartments

a. Arrival and check-in. The following safety regulations will apply:

- It is mandatory to wash your hands with hydro-alcoholic gel upon entering the building.
- Your DNIs or passports should be handed to the reception staff to carry out guest registration.
- Crowding at the entrance to the residence or at the reception will not be allowed. The maximum capacity at the reception is 2 people, plus the staff.
- The Health Declaration, included in the Welcome document, must be signed at Reception.
- All guests will have their temperature taken at check-in. In the event that a high temperature is detected that person or persons will not be allowed to stay in the establishment, for the safety of others.

1- Rules for coexistence in the Vila Nova Tourist Apartments

b. GENERAL measures and recommendations during your stay

- It is compulsory for everyone to wear a mask in all communal areas of the building (corridors, stairs, laundry, etc.). In the case of being exempt from wearing a mask due to health problems, a medical certificate must be presented to Reception.
- It is compulsory to maintain 1.5m from other people, and 2m for those people who, according to the previous point, are exempt from wearing a mask.
- It is compulsory to use hydro-alcoholic gel from the dispensers when accessing communal areas and when using shared spaces and elements such as the laundry, oven, microwave, vending machines, etc... In any event, it is recommended to carry hydro-alcoholic gel at all times.

These regulations and protocol could vary depending on new pandemic guidelines and regulations that the different administrations may establish.

1- Rules for coexistence in the Vila Nova Tourist Apartments

c. GENERAL measures and recommendations in rooms and common areas

- Rooms:

- Cleaning of rooms with clients inside is not allowed.
- If cleaning, maintenance or reception staff have to enter the room when the client is inside, both the Tourist Apartment staff and the clients must wear masks.
- It is necessary to ventilate the rooms frequently (a minimum of 10 min 2 times a day).

- Communal areas:

- Communal rooms will be locked and off limits.
- The maximum capacity of the laundry room is 1 person, and you must clean your hands with hydro-alcoholic gel before entering (dispenser next to the entrance).
- You will be able to use the oven and microwave on each floor after cleaning your hands with hydro-alcoholic gel (dispenser next to it).
- You may use the vending machines on the ground floor after cleaning your hands with hydro-alcoholic gel (dispenser next to it).
- The lift can only be used by one person on a single journey, after cleaning hands with hydro-alcoholic gel (dispenser located nearby), or by more than one person if they are members of the same family or cohabitation bubble.

1- Rules for coexistence in the Vila Nova Tourist Apartments

d. Access for persons not staying in the Tourist Apartments

- Access by people who are not staying in the Tourist Apartments is forbidden.
- When a client has to invite a guest visitor, he/she must inform reception and justify the reason for the visit.
- All guest visitors must pass through reception to register beforehand and must sign the Health Declaration.
- If the Reception is closed, the Client must look for the concierge to report that he/she has a visitor and to register the visitor.
- Visits will be kept to a minimum and it will be compulsory to wear a mask and to complete a temperature check at the entrance. In the event of a temperature above 37.5°C (or the temperature recommended by the administration at any given time), access will not be allowed.

2- Other protective measures

- Doors to the laundry room and corridors should be kept open to avoid contact with doorknobs and handles and to promote ventilation.
- Screens have been installed at reception to prevent direct contact.
- Hydro-alcoholic gel dispensers have been installed throughout the building.
- Information and reminder signs have been installed.
- All cleaning measures have been reinforced:
 - Disinfection of handles, handrails, lifts, switches and all elements likely to be touched, takes place twice a day with alcohol-based products.
 - Daily cleaning and disinfection of reception and common areas.
 - Daily cleaning and disinfection of the access cards to the Apartments.
 - Room cleaning has been reinforced with specific disinfectant products.

3- COVID-19: What should you do if you develop symptoms or if you discover that you have been in close contact with someone who has symptoms or has had the disease confirmed?

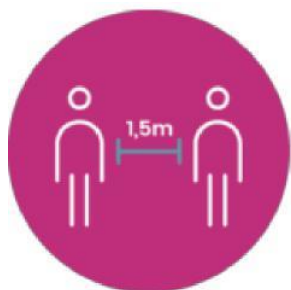
In this case, you should take the following action immediately:

1. **Confine yourself to your room**, and don't leave.
2. **Notify the Reception or Concierge staff of the Tourist Apartments.**
3. **Contact your primary care doctor** and/or the relevant healthcare professional who will be indicated to you at reception.
4. **Follow the isolation instructions** indicated by the health care professionals.

4- RECOMMENDATIONS TO CLIENTS

1. Wash your hands often; it is the best prevention.
2. Wear a mask in common areas and always keep a safe distance. (Interior and exterior corridors and rooms also).
3. If you cough or sneeze, do so into your arm. Wash your hands afterwards.
4. Avoid touching your eyes, nose and mouth.
5. Ventilate the room frequently; do this for at least 10 minutes twice a day.
6. Limit the use of common areas.
7. Use hydro-alcoholic gel before accessing common areas and before using common elements such as vending machines, washing machine, dryer, oven, microwave, etc...
8. Be extremely hygienic and ensure that disposable items (masks, bottles, tissues, etc.) are never left within the reach of others.
9. Help to keep communal doors open to avoid the need to touch doorknobs and facilitate the ventilation of spaces.
10. Take your temperature regularly.
11. In case of symptoms, take the following action immediately:
 - Inform the reception or concierge staff of the Tourist Apartments.
 - Inform your healthcare professional.
 - In case of emergency call 061.

REMEMBER THE MANDATORY MEASURES THROUGHOUT THE RESIDENCE



SAFETY DISTANCE



FACE MASK



HAND CLEANING



HYDRO-ALCOHOLIC GEL

BY COMPLYING WITH THE RULES AND RECOMMENDATIONS,
YOU PROTECT ALL OF US
AND
YOURSELF.

THANK YOU VERY MUCH