

IMPROVEMENTS AND COVID-19 PREVENTIVE MEASURES

HG Tenerife Sur

STAFF AND PARTNERS



Staff trained on new protocols and new hygiene and prevention measures.



Temperature controls at the beginning of the working day.

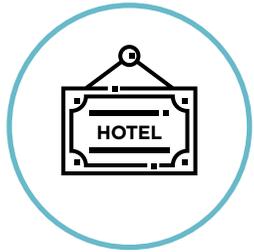


Personal Protective Equipment adapted to the functions and needs of each department.

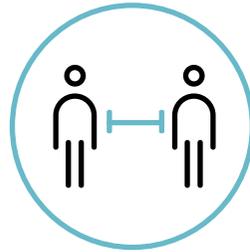


Strict compliance control of prevention measures for customers, partners and suppliers.

PREMISES CAPACITY



Flexibility of schedules in all our services to optimally ensure security and social distancing.



Social distancing measures and maximum capacity control in common areas, according to new regulations.



Occupancy will be limited to a maximum of 75%, to reinforce the security and ensure the distance among sunbeds at the pool area and tables at the restaurant.

Reinforce the use of open air areas and terraces, to enjoy new outdoor experiences.

CLEANING SERVICE



Housekeeping in two stages, one hour interval between laundry collection and cleaning and assembly of all linen.

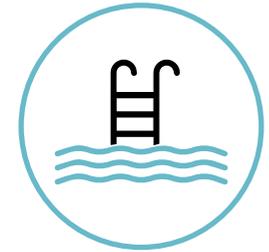


Cleaning reinforced with specific disinfecting products.

Rooms will remain unoccupied a minimum of **24 hours after each departure**.



Washing of linen at above 60° with **specific disinfection products**.



Will intensify the maintenance and **cleaning of the pool water** to ensure optimum quality.

RECEPTION AND PUBLIC AREAS

- Online procedures and telephone communication will be encouraged to reduce the influx in the common areas.
- General ventilation, cleaning and disinfection will be increased and reinforced.
- It will be advised to avoid the use of elevators. If necessary, only 1 person is allowed per journey, except for same family members living together. Children under 18 are not allowed to make use of the elevator, unless they are accompanied by their parents.
- It will be advised to avoid the use of toilets and showers in common areas.
- Hydroalcoholic gel dispensers will be available in public areas.

SOLARIUM

- We have carried out important improvements to increase the distance between the sunbeds and the capacity in the pool.
- Demarcation of premises, to enhance control of social distancing.
- Common areas highlighted and enlarged, to improve free transit.



RESTAURANT

- Breakfast and dinner: the capacity will be reduced, if necessary we will extend the time slot and new shifts will be established if the occupation requires it.
- Buffets will not be available. Breakfast, lunch & dinner will be à la carte and waiter serviced. Customers on breakfast or half board basis, will choose from a carefully selected menu choice of starters, main dishes and desserts, and will be waiter serviced too.
- Disposable tablecloths will be used for breakfast and dinner services.

SERVICES

THE CORNER

Take Away & Lounge

- “The Corner” is a new catering service with a wide variety of food to take away and enjoy the privacy and comfort in your apartment.
- New lounge area in case you prefer to use the common areas.
- Surrounded by hotel gardens and located close to the pool area.



SERVICES

SPA & WELLNESS

- You can enjoy a massage service by appointment, as always.
- The use of the Sauna in HG Tenerife Sur will not be allowed.
- Gym at HG Tenerife Sur: under reservation, capacity 50% and limited use time.

The detailed services and activities will be provided according to the characteristics and schedules of each establishment.
See services available, timetables and fares on the hotel website.