We protect** you protect us
Below we describe the key measures that will be taken for the re-opening of the hotel GF Victoria in order to prevent COVID-19. Please note that these measures may be modified accordingly as the situation develops.
**In all hotel facilities and common areas, wearing a mask is required. Keep to the minimum distance of 1.5 m. Hand sanitiser gel dispensers will be provided.**

**Reception**

Check-in starting from 4:00 p.m. and check-out until 11:00 a.m.

Guests are required to open credit at reception for payments at the hotel’s points of sale

Payment by card is recommended

Mandatory use of mask

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**Chaboco Restaurant**

Capacity control by reservation system

Two food servings for breakfast and dinner

Entry and exit of different guest groups via a marked perimeter route

Payment by credit charged to room account
Habitaciones

Se han mejorado los procedimientos de limpieza y desinfección de cada habitación, prestando especial atención a las zonas de contacto con las manos (barandillas, manijas, mandos a distancia de televisión/accesorios, minibar, etc...).

La ropa se lavará con detergente, y luego se secará a una temperatura superior a 60ºC.

Reforzamos el mantenimiento del aire acondicionado en las habitaciones y áreas comunes.

Zonas comunes

Implementación de medidas preventivas en la entrada del hotel.

La distancia entre los clientes será de un mínimo de 1,5 metros.

Hay dispensadores de gel desinfectante para manos disponibles en toda la zonas.

Las áreas comunes interiores y exteriores se limpiarán y desinfectarán periódicamente, prestando especial atención a las áreas de contacto con las manos (barandillas y pasamanos, botones de ascensores, etc...).

Se han reforzado los protocolos de ventilación constante con aire natural.

Uso obligatorio de mascarilla donde no se pueda mantener la distancia interpersonal.

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**Donaire and Amaina à la carte restaurants**

Capacity control by reservation system

Payment by credit charged to room account

**Bars**

Table service only; no service at the bar

Payment by credit charged to room account

Mandatory use of mask

Maintain the safety distance

**Swimming pools**

Hammocks must be reserved

Use of inflatables is prohibited

Limited capacity in all pools

Safety distance between hammocks

GF Victoria
**Wave pool**

Prior reservation is required

Capacity control

**Water park**

Limited capacity

Prior reservation is required

Mandatory use of mask outdoors

**Adventure zone**

Due to the current circumstances, it will be sealed off

**Teenagers Club and simulators**

Time slots

Limited capacity

Prior reservation is required

Mandatory use of masks
Entertainment

Limited capacity in activity areas

Participation in the entertainment and miniclub activities requires advance reservation through our web app

Delimitation of space in the activity and leisure areas

Disinfection points will be set up in all entertainment areas of the hotel

Mandatory use of masks

Contact sports may not be played at this time

Bazar souvenir shop

Open daily

Shifts with morning and afternoon slots

Capacity control

Mandatory use of masks

Payment by card is recommended

Limited capacity
**Bio Spa Victoria and Air Bio Spa**

Time slots

Limited capacity with advance reservation

Mandatory use of masks

Special slippers provided at Spa reception

Mandatory payment by card or charging to room account

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**Senza Hairdressing Salon**

Open daily

Shifts with morning and afternoon slots

Capacity control

Mandatory use of masks

Mandatory payment by card or charging to room account

Limited capacity
With you, for you