

The following protocol has been thoughtfully designed with careful consultation with experts and public health authorities. At The Serras, we are committed to providing a safe environment for our guests and welcome this new challenge as an opportunity to redefine our standards placing your health and safety at the forefront. Please take a moment to familiarize yourself with these safety measures, and allow us to offer you a unique, safe, and unforgettable experience.

PRE - OPENING



CLEANING & DESINFECTATION

Every area of our hotel has been meticulously sanitized in compliance with strict health and safety regulations endorsed by our local health authorities.



AIR FILTERS

Our air conditioning filters are continuously disinfected to avoid airborne transmission.



TEAM TRAINING

Our team has undergone comprehensive training in compliance with strict health and safety measures to ensure that our guests step into a safe environment.



HEALTH AND SAFETY

All our team members must be knowledgeable in and comply with the latest health and safety protocols. Our masks and gloves are replaced on a regular basis.

RESERVATIONS



ONLINE PLATFORM

Our hotel has undergone significant policy changes in order to digitalize all processes.



ONLINE CONCIERGE

Please contact our team for any restaurant reservations, tour guides or experiences as we would be delighted to help you plan your itinerary online.



IN ROOM TREATMENTS

All our beauticians and masseuses comply with strict health and safety regulations.



TRANSFER SERVICE

Advanced booking required. All cars are disinfected after each use, drivers are required to wear protective masks and gloves and there is hydroalcoholic gel at your disposal.

LOBBY AREA



WELCOME

We have automatized our doors and placed a sanitizing carpet at our main entrance. There is a cleaning station with gloves and masks as well as hydroalcoholic gel dispensers at your disposal.



SOCIAL DISTANCING

In compliance with social distancing protocols, we ask all our guests to please maintain a minimum of a 2-meter distance from other guests.



LUGGAGE

Luggage handles are disinfected on your arrival.



ELEVATORS

Reserved for individual use only, unless the occupants are sharing a room. Surfaces are cleaned every two hours.



PARKING

We offer hotel parking and kindly ask our guests to park and collect their vehicles.



CLEANING

All public areas are disinfected every two hours.



PAYMENT

We kindly ask you to pay by contactless credit card or on an online platform. Our card readers are disinfected after each use.

ROOMS & SUITES



YOUR ROOM

Each room is cleaned, sanitized and inspected in strict compliance with the latest anti-covid protocols. Moreover, our ozone treatment eliminates all bacteria and viruses.



CLEANING

Our team can clean and disinfect your room two times per day only with your permission. All fabric is washed above 60 degrees.



HEALTH KIT

There are complimentary masks, gloves and hydroalcoholic gel available for your use upon arrival.



DISPOSABLE AMENITIES

Single use bathroom amenities will be provided for your use.



IN-ROOM COLLATERAL

All in-room collateral has been removed from all rooms and digitalized so that you can easily access it through your in-room complimentary smartphones.



ROOM SERVICE

We offer 24-hour room service. Our trays and trolleys are meticulously disinfected and left outside your door. Each dish is served under individual plate covers.



LAUNDRY SERVICE

All our laundry service is carefully treated and strictly disinfected.

RESTAURANTS & BARS



RESERVATION

Please contact our team to book your table in advance.



BREAKFAST

Breakfast is served from 8 to 11am. Pre -booking is required and we serve a la carte.



MENUS

Our new menus are available in both digital and disposable formats.



CAPACITY

There will be a maximum seating capacity in place. Moreover, there must be a minimum 2-meter distance between every table or group of tables.



DISPOSABLE ITEMS

We offer single use, disposable items only, for your convenience.



TEAM

Our team must comply with strict health and safety regulations. Masks and gloves are replaced on a regular basis.



CLEANING

Tables, chairs and all other surfaces are disinfected after each use.



PAYMENT

We kindly ask you to pay by contactless credit card. Our card readers are disinfected after each use.

PUBLIC AREAS



CLEANING

All our public areas are thoroughly cleaned and disinfected every two hours.



SWIMMING POOL

Reserved for individual use only unless the occupants are sharing a room. Our strictly monitored chlorine treatment ensures that all bacteria and viruses are eliminated.



ROOFTOP

Our rooftop lounge & solarium has been redesigned in order to comply with social distancing protocols.



FITNESS CENTER

The use of our fitness center is regulated by health and safety protocols.



BATHROOMS

Our bathrooms are disinfected every hour.

ADDITIONAL INFORMATION



SPANISH LAW

We kindly remind our guests that the use of masks is required by Spanish law until further notice.



SUPPLIERS

All incoming products from our suppliers are carefully and thoroughly disinfected.



UNIFORMS

Team uniforms are treated above 60 degrees as per health and safety regulations.



MEDICAL ASSISTANCE

If you display any symptoms such as coughing, shortness of breath or fever, please stay in your room and inform reception. We will put you in contact with the best doctors available and remain at your entire disposal to provide any assistance you may need.

Our team thanks you sincerely for your collaboration and compliance with these measures and we look forward to welcoming you very soon and offering you an unforgettable experience.