



COVID-19 UPDATE

What will my stay look like?

Our priority when implementing the health and safety protocols is, of course, the well-being of our guests and staff. Equally as important, however, is ensuring that this reimagined experience remains true to our service style and, ultimately, feels authentic and enjoyable.

Our enhanced safety and cleanliness measures are listed below. We're happy to answer any further questions you may have when considering a stay with us.

Will I have to wear a face mask in public areas of the resort?

The regional Andalusian government requires the use of face masks in all indoor and outdoor spaces even when able to keep the minimum distance of 1.5 meters. Exceptions include when seated on a restaurant or laying on a sun bed. For that purpose, all guests will receive a welcome safety kit including face masks for use around the hotel. These will also be available to guests upon request at all of our restaurants and facilities. For the safety of our guests and staff, all employees will be required to use face masks at all times.

To see our opening hours and to make a reservation, please have a look at our [website](#).

THE GRILL

Breakfast: 8 - 11 am.

Dinner: 8 - 11 pm.

SUN DECK

Lunch: 1 - 4 pm.

BAR

4 pm - midnight.

LOUNGE

Aperitifs: 11 pm - midnight.

KIDS CLUB

Open Daily: 9 am - 8 pm.

THALASSO SPA

Open daily: 10 am - 8 pm.

GYM

Open daily.*

Limited space, booking is necessary

* Children must be accompanied by an adult. Reserved exclusively for adults after 9pm.

What is your approach to safety and cleanliness?

The heads of each operational department have worked alongside industry authorities following the standards outlined by governmental bodies to implement a strict protocol:

GUEST & EMPLOYEE SAFETY AND COMFORT

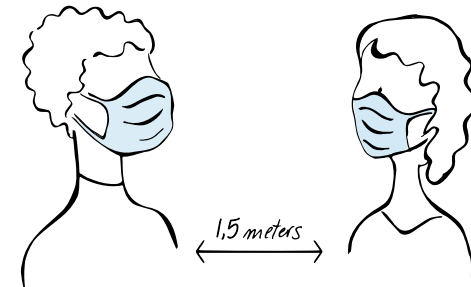
- › The hotel utilises a rigorous and rotating Covid testing schedule along with daily temperature checks for all employees.
- › El Lodge has a doctor offering health checks 24-hours for any guests or employees who may feel unwell or experience virus-related symptoms.
- › Our guests will be provided with welcome safety kit including masks, and disinfecting wipes, with additional safety equipment available upon request and in all public areas. Similarly, our employees will use protective equipment when required by law.

ENHANCED CLEANING & SANITATION

- › Our staff will be required to undergo Covid-focused training ensuring guests are welcomed with El Lodge standard of service while following necessary health and safety protocols at all times.
- › Rooms will be disinfected daily with EPA-approved products including Ozone sanitation devices by the Housekeeping staff, who will wear the required protective equipment.
- › Should our bellboy be required to handle luggage, it will be disinfected before and after its handling.
- › Our sunbeds will be disinfected before and after every use.
- › We will increase the frequency of property-wide cleaning, placing extra focus on high-touch surfaces including public areas, the front desk, door handles, public bathrooms and areas restricted to employees.

SOCIAL DISTANCING & CONTACT-FREE MEASURES

- > To ensure social distancing is respected, our guests will notice that the layouts of our restaurants will be altered.
- > All of our cooks will wear protective gear when cooking and plating, and all dishes will be individually served. Waiters will be required to keep a safe distance from guests.
- > The sunbeds will be safely spaced to ensure social distancing.
- > Contactless payment options will be encouraged and available at all restaurant and bars.
- > For the comfort of our guests, our in-room TV system will allow guests to view the restaurant menus and order Room Service.
- > For any guests preferring to eat and drink in the comfort of their rooms, we will enhance our Room Service menus to include any dish from our restaurants during their opening hours. Room Service orders and guest requests will be delivered to the door.



- > A safe distance will be required between our bellboys and our guests.
- > Social distancing will be required during deliveries to our warehouse.

What happens if I begin to feel unwell during my stay?

If you or your family members feel unwell or experience virus-related symptoms, please contact Reception immediately. We count with a doctor available 24-hours to aid our guests and count on an emergency contingency plan.

What is your cancellation and modification policy?

We understand that your holiday may be on stand-by or that you may need further information before deciding to travel.

We have implemented a stress-free, flexible cancellation policy to help you navigate these uncertain times.

Who can I speak with to get more information about my existing reservation or about a potential stay?

Please contact us any time at reservas@ellodge.com
or **+34 958 480 600**.

Official resources:

World Health Organization

Ministerio de Sanidad

Confederación Española de Hoteles y Alojamientos Turísticos (CEHAT)

What will my stay look like?

Our priority when implementing the health and safety protocols is, of course, the well-being of our guests and staff. Equally as important, however, is ensuring that this reimagined experience remains true to our wellness ideal.

Please find below some of the measures we've applied. We're happy to answer any further questions you may have about our exhaustive approach to safety and cleanliness.

CLEANLINESS

Complementing our already exhaustive protocols, we have increased the frequency of cleaning in our facilities, public spaces and high touch points with industry-approved cleaning products.

Spa cabins and gym equipment will be disinfected before and after every use and will be further disinfected daily using Ozone cleaning treatments. The current cleaning system used in the pool meets all Covid-19 required criteria.

Since our facilities will be operating with a limited capacity to guarantee your wellbeing, we strongly recommend you book your treatments and sessions in advance. To see lists of spa treatments and wellbeing services, updated opening hours and contact details, visit us [HERE](#).



REDUCED CAPACITY & SOCIAL DISTANCING

All of our Wellness facilities will reduce their capacity to 50% to ensure guest safety and social distancing protocols. We strongly suggest pre-booking.

EMPLOYEE & GUEST SAFETY

Our staff will also be required to use protective gear, including face masks and gloves. Special corners will be installed offering both guests and employees hand sanitiser, while face masks and gloves will be available upon request.

SPA PROTOCOLS

Beyond the cleanliness protocols, the reimagined spa experience means that our spa therapists will be required to wear face masks while conducting a treatment and wash their hands and arms prior to every treatment.



CONTACT-FREE DYNAMIC

Contactless payment options will be available and encouraged at all of our Wellness facilities. Nonetheless, we will still accept cash as a form of payment.

Our facilities will be as paper-free as possible. Our entire catalogue of spa and wellbeing services will be available via QR code in our in-room TV system.

Will I be obliged to wear a face mask or to have my temperature taken?

You will be required to wear a face mask once in the Spa waiting room, hallways and changing rooms. For all other treatments, guests will be required to wear a mask or towel face cover only when facing upwards with the exception of facial treatments, where the therapist will always wear a face mask and shield. Should you or your family members feel unwell or experience virus-related symptoms, please contact Reception immediately. We count with a doctor available 24-hours to aid our guests and count on an emergency contingency plan.

Likewise, our staff and spa therapists will be required to wear protective gear at all times.

What is your cancellation and modification policy?

We understand that your plans may change by the day of your reservation. We will gladly move or cancel your reservation upon request.



ElLodge.Ski & Spa

C/ Maribel, 8 - 18196, Sierra Nevada, Granada, Spain
T (+34) 958 480 600 ellodge.com / reservas@ellodge.com