



# Reopening Protocols

These written regulations explain the measures that Can Bordoy Grand House & Garden has implemented to guarantee that your stay with us is safe and free from the risk of infection.

For the common good we urge you to follow rules contained in this document, as they detail the guidelines provided by both the Spanish and the Balearic Islands health authorities. With these rules in place we are sure that you will enjoy an unforgettable experience with us.

We would like to thank you for your understanding during this transitional phase. Some of the services we provide may not be at their habitual level, as we have a reduced number of staff working out of responsibility towards our employees and their families.

## CHECK-IN BEFORE ARRIVAL

Our team will contact you before your arrival, to request the delivery of your documentation. So we will not have to deliver it upon arrival at the hotel.

## TIMETABLE

### **BOTÀNIC RESTAURANT**

Breakfast: All-Day.

Lunch: from 13.00h to 19.00h

Dinner: from 19.00h to 22.30h

### **SPA**

On Request

# Preventative security COVID measures for your safety

## Reservations

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### ADVANCE RESERVATION

Restaurant, spa and transfer (to and from the airport) services need to be reserved in advance (both internal and external guests) to comply with capacity limits.



### TELEMATIC

Reservations can be made by phone, e-mail, online or on the Suite Pad in your room.

## Lobby



### 24-HOUR SERVICE

Our staff will attend to your requests throughout the day, while always maintaining the safety protocols established by the authorities.



### SOCIAL DISTANCING

Please comply with social distancing protocols by keeping 1.5 meters away from other people, guests and the reception staff.



### LUGGAGE

For your safety we sanitize your luggage upon arrival.



### SCREENS

Both the reception and the bar have protective screens to maintain safe distancing and reduce the risk of airborne contamination.



### DISINFECTANT

Please use the hand sanitizer gels that are available in the hotel's public areas.



### MOBILE PHONES

Please ask in reception for anti-bacterial gel for your mobile phone and other electrical devices. It is recommended to clean them on return if they are used outside of the hotel's premises.



### PAYMENT

We kindly ask you to pay by contactless credit card, or online, and avoid paying by cash. Our card readers are disinfected after each use.



### MASKS

Wearing a mask is mandatory except on the restaurant table and in the pool.

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## Suites



### TRAVEL CLOTHING

The hotel provides an anti-bacterial cleaning service for your travel clothes if you so desire.



### SERVICE INFORMATION

We have digitalised our service information so that you can easily access it in your room with the Suite Pad.



### SINGLE-USE

Following health authority guidelines, all the materials in your room are single-use, organic and disposable: biodegradable glasses, serviettes and bath amenities.

## Restaurant

Breakfast: All-Day.  
Lunch: from 13.00h to 19.00h  
Dinner: from 19.00h to 22.30h



### IN ADVANCE

Botànic Restaurant accepts reservations up to one hour in advance.



### ACCOMPANIED BY STAFF

Guests will be accompanied to their table by a member of staff so as to guarantee safety and hygiene protocols.



### MENUS

You can see Botànic's menus by scanning the QR code on your mobile phone or with the Suite Pad in your room.



### TABLE DISTANCE

Only waiters are allowed to move tables and chairs, always with regard to social distancing as required.



### EXTRAS & CONDIMENTS

If you need condiments or an additional extra please ask a waiter as self-service is not allowed due to safety protocols.



### EXTRA PROTECTION

Tables and chairs are disinfected with hydroalcoholic solution after the departure of each diner.

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## SINGLE-USE MATERIALS

Cloth serviettes have been substituted for recyclable, disposable and biodegradable paper serviettes. Plates and cutlery are washed at extremely high temperatures to ensure their cleanliness.

## Spa



### TEA AND WATER SERVICE

If you wish to drink water or tea please ask the therapist to serve you as self-service is not allowed due to safety protocols.



### GUEST PROTOCOL

It is recommended that guests come to the spa directly wearing a bathrobe.



### TREATMENT MENUS

Please consult the beauty treatments available, especially those from Swiss Perfection, on the Suite Pad in your room.



### EXTRA PROTECTION

Therapists wear officially approved masks for treatments, and when necessary, use special gloves that provide safety and a soft touch at the same time, and a protective screen as required.



### EXTREME CLEANING

There is a 30 minute waiting time between each spa service to allow for cleaning and disinfection with chlorine, ultraviolet light and ozone generators. These are applied to the zones used in the spa, including the treatment cabins, spa beds, relax zones and the Spa Suite.

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## Public areas



### TOILETS

The toilets are cleaned and disinfected at least six times each day.



### LIFTS

Only the guests that are sharing a room or belong to the same group, are allowed to use the lift at any one time. The lift's components are cleaned and disinfected periodically for the safety of all users.



### PARKING

We are not able to offer valet parking until further notice. However, guests can park their vehicle in the car park situated just five minute walk from Can Bordoy. Price: 30 euros a day.



### SWIMMING POOL & ROOFTOP

We kindly ask you to respect the placement of the chairs and sunbeds in order to guarantee the health authority safety protocols. The furniture in both areas are disinfected before and after each use for your safety

## Additional Information



### UNIFORM CLEANING

The hotel staff's uniforms are washed every day temperatures above 60o.



### SPECIAL TRAINING

Can Bordoy's staff have been specifically trained in regards to COVID-19 protocols, and have been given up to date information regarding its prevention and the pandemic in general. We are happy to provide you with this information on request.

### GENERAL RECOMMENDATIONS

- Cover your nose and mouth with a paper tissue, or your elbow, when coughing or sneezing, and wash your hands straight afterwards.
- If you use public transport during your stay or enter any closed environments, is mandatory to use the mask provided to you by the hotel.
- If you have any coronavirus symptoms (fever, dry cough, difficulty in breathing) please inform reception immediately so that they can call a doctor.



For all romantics  
who still believe

