



**nekatur**

Euskadiko Landa Ostatuaren Elkarte  
Asociación de Alojamientos Rurales de Euskadi

**This document outlines the principal measures we have taken to ensure that your stay with us is safe and enjoyable. We kindly ask you to read the following information carefully and send the document back to us with your signature.**

## **ANTI-COVID-19 MEASURES INFORMATION PACKAGE**



## COVID-19 protective measures

A Contingency Plan has been designed and implemented to ensure that:

- Proper safety measures are in place to guarantee the health of our guests.
- Our premises, staff, and service procedures are in line with the best practices designed to confront the virus.
- The spread of the virus is prevented.
- Business practices continue to be carried out and adjusted to the current situation in order to return to normal as smoothly and quickly as possible.
- Safety precautions recommended by the health authorities are adhered to at all times.

The owners of the accommodation establishment are firmly committed to keeping these measures in place and up to date according to the criteria, guidelines, and recommendations issued by the health and labour authorities.

The measures have been designed in accordance with the legal norms of the tourism industry established in various decrees as well as advisories of the Spanish Tourism Quality Institute (ICTE).

## COVID-19 protective measures

Our lodging facilities and services have been modified to ensure your maximum safety:



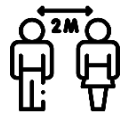
We have reduced the need for direct human contact offering online check-in and payments, email billing, and other services.



We will arrange for the guests to arrive on a staggered schedule to avoid crowding in the reception area.



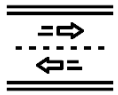
We have removed certain decorative elements to minimise the spread of the virus and to be able to maintain safe distances in common areas.



We will enforce the two-metre safety distance requirement in our cafeterias and restaurants.

## COVID-19 protective measures

Our lodging facilities and services have been modified to ensure your maximum safety:



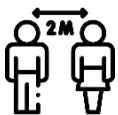
We have placed directional floor markings on stairs, in corridors, and in all common areas.



We have provided you with alcohol-based hand sanitizers and medical masks (available upon request).



We have enhanced our cleaning and disinfection procedures.



We have adjusted our service procedures to reduce the risk of exposure to the virus (further information available upon request).

## COVID-19 protective measures



The person in charge of the accommodation facility and its staff, if any, have received instruction on how to prevent the spread of the COVID-19 virus and have the required means of protection in place.



We will do our best to ensure your personal safety in accordance with the norms established by the Contingency Plan and enhancing our cleaning and disinfection procedures prior to your arrival, during your stay, and after your departure.



Please contact the person in charge if you have any questions or doubts regarding these measures.



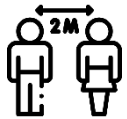
**COVID-19 medical hotline number in the Basque Country is 900.20.30.50.**

# MADARIAN

Other measures taken by the establishment



## COVID-19 protective measures



Maintain the **two-metre safety distance** between yourself and other guests and well as our staff members.



Use **hand sanitizers and disinfectants** made available to you.



Dispose of **used personal hygiene products** using bins with lids placed in the bathrooms.



If you develop **symptoms** such as fever, cough, sore throat, etc., inform the lodging staff about it.

Name(s) and Surname(s):.....

I acknowledge having read and understood the COVID-19 protective measures.

Signature:

Date: / / 2020