

Hoteles Santos

With our commitment, we develop an ENVIRONMENT OF TRUST, wishing to offer our guest safety with the aim of guaranteeing that their stay is pleasant, fulfilling the necessary wellbeing requirements while taking on the great responsibility required of us today.

"Grant me the serenity to accept the things I cannot change, courage to change the things I can, and wisdom to know the difference."

– Serenity Prayer by Reinhold Niebuhr"

1 HOTELES SANTOS PREMIUM COMMITMENT

2 MEASURES ADOPTED

2.1 HEALTH AND HYGIENE MEASURES

2.1 EXPERIENTIAL MEASURES

3 GUARANTEES

3.1 HEALTH AND HYGIENE GUARANTEE

3.2 EXPERIENTIAL GUARANTEE

4 MAIN AREAS OF ACTION

4.1 ROOMS

4.2 COMMUNAL SPACES & PREVENTION FOR OUR GUESTS

4.3 RESTAURANTS, SPA & GYM

4.4 EMPLOYEES & BACKOFFICE

5 CERTIFICATIONS

1 HOTELES SANTOS PREMIUM COMMITMENT

- ▶ **We continue with our core identity of offering our clients the best service and assistance; additionally, we continue to maintain the strictest quality and sustainability standards.**
- ▶ **We have adopted the necessary measures generated by this new situation, providing continuity in covering the expectations of our clients, offering and guaranteeing an atmosphere of trust and safety during their stays.**
- ▶ **Our primary responsibility is to offer guarantees and commitment in our value chain and in all our products and services within the whole structure, for clients, employees, suppliers and other collaborators.**
- ▶ **The firm commitment of Hoteles Santos is created to guarantee a safe, comfortable experience for our guests, offering them guaranteed disinfection and cleaning, protection, care and professional excellence.**

2 MEASURES ADOPTED

2.1 HEALTH AND HYGIENE MEASURES

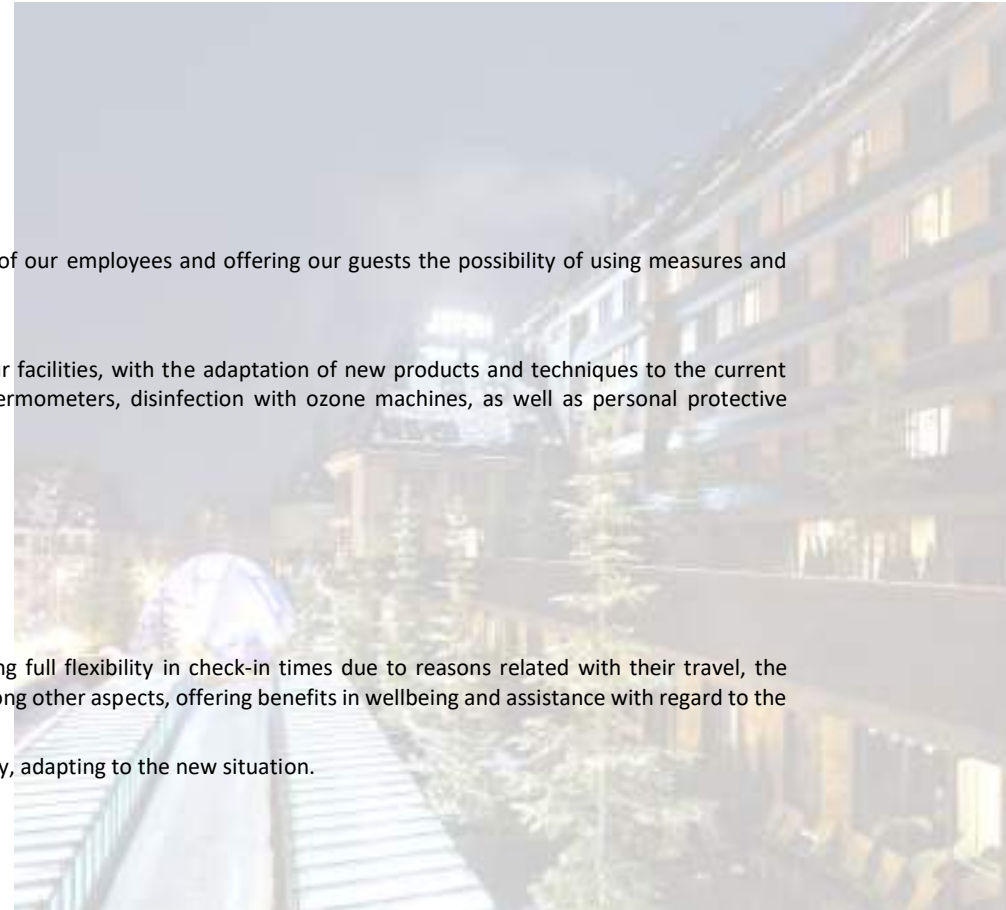
We are implementing health measures, exhaustively monitoring basic indicators of health and wellbeing of our employees and offering our guests the possibility of using measures and protection offered in our establishment which give them confidence.

Processes are adopted based on increasing and enhancing strict cleaning and disinfection protocols in our facilities, with the adaptation of new products and techniques to the current situation, in addition to adding water-alcohol gel dispensers in the establishment, offering portable thermometers, disinfection with ozone machines, as well as personal protective equipment, available to all our employees and clients.

2.2 EXPERIENTIAL MEASURES

We want to offer our clients full peace of mind and confidence in their stay for taking their trip, offering full flexibility in check-in times due to reasons related with their travel, the computerisation of processes, digitisation of information, and flexibility in their reservation at all times, among other aspects, offering benefits in wellbeing and assistance with regard to the needs which may arise related with their stay.

These guarantees ensure the enjoyment of their stay and maximum satisfaction before and during their stay, adapting to the new situation.



3 GUARANTEES

At HOTELES SANTOS PREMIUM, we know that for our guests, health currently requires all our attention. We therefore make a firm commitment to ensure what we know is the most important aspect of our lives.

We want to offer the health guarantee that travellers need to regain confidence in travelling.

3.1 HEALTH AND HYGIENE GUARANTEE

The current cleaning and health protocols of HOTELES SANTOS PREMIUM, developed in our quality programme, detail the hygiene and risk prevention measures of our work processes. These measures have been reinforced with other extraordinary measures in all technical processes, guaranteeing the appropriate use of structural protection elements and reusable materials, organisational controls and measures for personnel, exhaustive new cleaning and disinfection processes in rooms, communal areas, other services and areas of our establishment, as well as important preventive measures such as the ventilation of our areas to guarantee the maximum renewal of air, as well as repeated cleaning and disinfection of all facilities and work surfaces.

Additionally, our internal health measures ensure the safety of employees and clients and their interaction. Therefore, temperature controls have also been implemented in the hotel for accessing the establishment, protection equipment has been provided for employees and guests, and items at risk of contagion in our rooms have been removed, in addition to other processes which prevent and reduce the frequency and type of contact between people.

Furthermore, the hotel ensures and recommends the adoption of preventive measures and good practices recommended by the responsible institutions by all its guests and visitors.



3.2 EXPERIENTIAL GUARANTEE

We firmly believe that our clients must feel safe when choosing our establishments as their travel destination.

For this reason, at HOTELES SANTOS PREMIUM we offer maximum flexibility in booking your trip. We have adapted our services, based on health and wellbeing, promoting the use of private vehicles for transport, digitising our menus and information within the establishment, and streamlining check-in and invoicing processes, etc.

OTHER ADDED VALUES

Flexibility in reservations. We believe that changing plans should not be a problem. **At HOTELES SANTOS PREMIUM,** we offer flexible rates without penalties for cancellation up to a few days before your arrival, based on the conditions that we sent with the confirmation for reservations made on our website or by phone.

Possibility of requesting Breakfast in Picnic format for early departures (prior reservation).

Free cancellation or interruption of stay due to justifiable grounds:

- . Justified medical reasons
- . Cancellation of flight by the airline
- . Other causes of force majeure

In case of lost luggage, Bvlgari toiletry bag.



HEALTH AND WELLBEING

Health takes on great importance, becoming one of the main focuses within the trip.

We therefore place special emphasis on offering our clients a stay focused on their wellbeing.

Select, personalised gastronomy, emphasising local and seasonal products, complementing our services with our thermal circuits, aimed at improving your wellness experience and promoting your relaxation, also offering winter activities so that our wonderful surroundings may be enjoyed.

To maintain the effectiveness of all these measures and protocols, we need your maximum collaboration in accepting and complying with these measures within the establishment.

4 MAIN AREAS OF ACTION

4.1 ROOMS

We implement strict cleaning and disinfection protocols during our guests' stay, paying special attention to surfaces and areas of continuous contact such as the bathroom, doors, etc. Preventive isolation of these rooms is also implemented before their next occupancy, as well as limited availability of our establishment, guaranteeing safe distances between our clients.

. SPECIFIC HYGIENE MEASURES IN EACH ROOM

- o Our laundry service has the CERTIFICATION and PROTOCOL ON DISINFECTION AND TREATMENT OF CLOTHING which guarantees, through different tests and action plans, the optimal condition of linen, facilities and cleaning processes.
- o Process of protected and separated collection and treatment of our linen, preventing any cross between clean clothing and that which is being removed.
- o Training and protocols on monitoring and safety of processes for personnel working with materials, using chemical products, handling ozone machines and undertaking cleaning processes in all rooms.
- o Use of sanitisation products indicated by competent bodies, effective for combatting viruses and bacteria.
- o Ozone machine treatment of rooms as protocol before occupancy.
- o We disinfect the upholstery of sofas and chairs, as well as curtains and blinds using liquid disinfectants, as well as sterilising areas of higher risk such as telephones, TV controls and coffee machines, as well as the coffee service and sugar, duly sanitising and sterilising them.
- o We assign the rooms for each stay in compliance with a period of isolation after the previous client. Additionally, any change of room must be reviewed in advanced, guaranteeing that times are fulfilled for our clients.
- o We package and disinfect various components of rooms with self-adhesive, biodegradable bags, such as remote controls and telephone receivers.
- o Bathroom amenities will be available in the same way.
- o In the welcome items, we include disinfectant gel for hands and face masks in an individual, travel format kit for our guests. In case of needing an additional kit, don't hesitate to request it.

- o We replace reusable materials with sustainable disposable materials to guarantee proper disinfection of each utensil.
- o We offer disposable courtesy water in our rooms – water in a sustainable tetrabrik.
- o You can request any additional amenities that you require.
- o We offer our coffee service with the guarantee of sanitisation and cleaning, and complement it with disposable elements for its use.
- o We remove our laundry bags, delivering them on request, our personnel completing the registration.
- o We remove our individually packaged and disposable canvas shoe bags.
- o The hair dryer will be duly disinfected and sanitised for use.
- o If the client does not want the daily cleaning service to be carried out in their room, we will organise the replacement of linens and towels based on their needs.

4.2 COMMUNAL SPACES & PREVENTION FOR OUR GUESTS

The frequency of cleaning and disinfection has been intensified and increased in all our communal areas, identifying surfaces of greater contact in them, and implementing increased measures on them. Additionally, we carry out the same measures with the vehicles that enter our facilities and the luggage of each guest.

SPECIFIC PREVENTIVE HYGIENE MEASURES IN COMMUNAL AND GUEST SPACES

- o Cleaning and disinfection techniques of each area of the hotel have been increased in our processes. On specific surfaces, cleaning is intensified, with special attention to reception and concierge counters and bars, different access doors, and our public toilets. These measures are accompanied by visible records of the times and frequency of work.
- o The keys of our rooms will be issued to the guest properly disinfected, with the hygienic guarantee for their use.
- o Water-alcohol gel dispensers have been made available in all our communal spaces, to offer continuity in the use of this product throughout the establishment. At our main entrances, we also have disinfection trays for shoes, guaranteeing proper, hygienic access to the building.
- o The proper use of protection equipment such as face masks and gloves will be supervised and ensured continuously by our health and hygiene committee.
- o Reservation of spaces: Our restaurants will have limited occupation, it being necessary to make a reservation to guarantee the time and availability for use.
- o Temperature measurement: We have laser thermometers available to all guests if they wish.

4.3 RESTAURANTS, SPA & GYM

Depending on the different communal spaces and services, specific measures will be carried out for each one.

SPECIFIC PREVENTIVE HYGIENE MEASURES FOR THE RESTAURANT

- o After restaurant services, ventilation times are stipulated for each area until their next use.
- o We use the same measures in the certification of cleaning of our tablecloths and napkins in the night service.
- o We disinfect all crockery and glassware in dishwashers at over 80 degrees.
- o Employees in the room will always wear face masks to lay tables and during service.
- o We have water-alcohol gel at the entrance of our spaces.
- o The use of face masks and gloves will be implemented in the kitchen, dishwasher and cleaning, and treatment of goods in our storerooms and refrigerators.
- o We offer our menu in disposable or digital QR code format.

ASSISTED BUFFET BREAKFAST

- o Our personnel will serve our products and coffee service upon request, although our room service may also be requested.
- o Our personnel may be asked to prepare hot dishes from our menu, omelettes, scrambled eggs, etc.
- o Our room service implements the same safety and hygiene measures, using duly disinfected trays, individually packaged products such as yoghurts, juices, etc., and our dishes are duly covered.

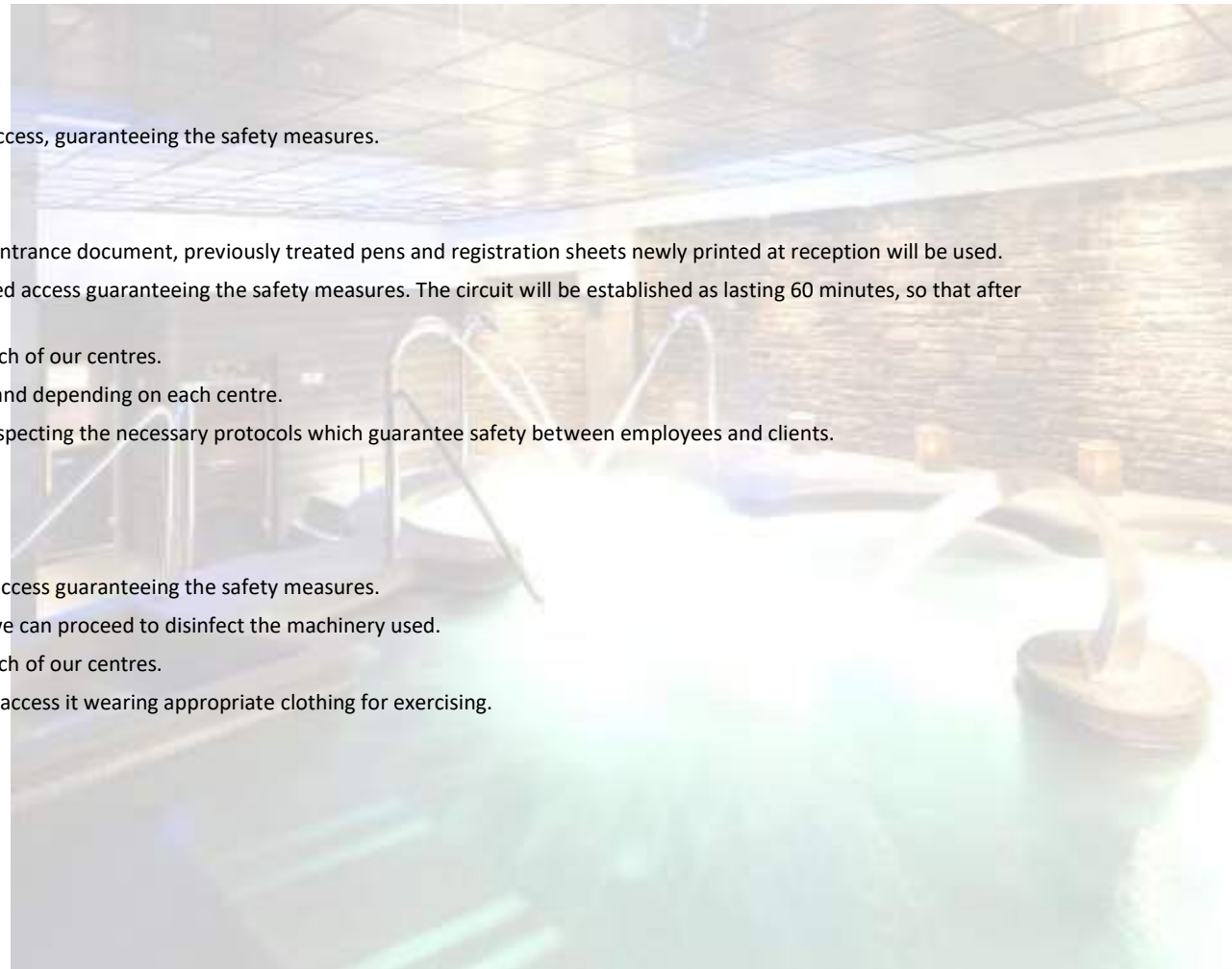


SPECIFIC PREVENTIVE HYGIENE MEASURES FOR THE SPA

- o Our Spa can be accessed with a prior appointment and with limited access, guaranteeing the safety measures.
- o Spa employees will always wear face masks.
- o We have water-alcohol gel at the entrance of our spaces.
- o Our counter will be disinfected and sanitised constantly. To sign the entrance document, previously treated pens and registration sheets newly printed at reception will be used.
- o Our water circuit can be accessed with a prior appointment and limited access guaranteeing the safety measures. The circuit will be established as lasting 60 minutes, so that after its use we can proceed to disinfect the hot beds, hammam and sauna.
- o The number of people who can access it will depend on the size of each of our centres.
- o The hours for use will be established every certain number of hours, and depending on each centre.
- o We are working to incorporate our personalised room treatments, respecting the necessary protocols which guarantee safety between employees and clients.

SPECIFIC PREVENTIVE HYGIENE MEASURES IN THE GYM

- o Our gym can be accessed with a prior appointment and with limited access guaranteeing the safety measures.
- o Its use will be established as lasting 60 minutes, so that after its use we can proceed to disinfect the machinery used.
- o The number of people who can access it will depend on the size of each of our centres.
- o Access to our changing rooms will be restricted, it being necessary to access it wearing appropriate clothing for exercising.



4.4 EMPLOYEES & BACKOFFICE

We will pay the same attention and take the same care in our processes in all spaces where the HOTELES SANTOS PREMIUM team works, also increasing the frequency of cleaning, sanitisation and disinfection, focusing on areas of high contact and transit such as employee entrances, laundry room, offices and changing rooms.

SPECIFIC PREVENTIVE HYGIENE MEASURES FOR EMPLOYEES & BACKOFFICE

- o Our employees who work with the public will be equipped with face masks and water-alcohol gel. Employees of the cleaning department will also have gloves, hats and shoe covers for accessing the internal office areas of the establishment.
- o The uniforms of each employee, including shoes, will only be used in our facilities.
- o In our internal areas, our employees will also have constant access to water-alcohol gel dispensers.
- o We will monitor the control of our employees, monitoring their good health.

5 CERTIFICATIONS

“ILUNION LAVANDERIA” LINEN TREATMENT SYSTEMS

UNE EN ISO 14065: “CERTIFICATION OF BIOCONTAMINATION CONTROL SYSTEM”

ISO 9001:2015 CERTIFICATION OF QUALITY MANAGEMENT SYSTEM

ISO 14001:2015 CERTIFICATION OF ENVIRONMENTAL MANAGEMENT SYSTEM