



COVID-19 MEASURES 2020

Marble Stella Maris Ibiza
Cala Gracio - San Antonio

WELCOME

At Marble Stella Maris, the safety and well-being of our guests, as well as our employees, has our highest priority in all circumstances. According to the latest Spanish Government COVID-19 prevention plan, including the Balearic rules, we inform you about the measures we have taken.

Despite these measures, all our staff strive to ensure an unforgettable and safe stay for our hotel guests. Together we ensure that you enjoy a beautiful holiday, despite these limitations.

The holiday might be different than before, but Ibiza is just as beautiful and luckily the sun still shines a lot.
We look forward to welcoming you as our guest.



ENTRANCE, RECEPTION & BELLBOYS

- At the entrance and at the desk of the reception are antibacterial hand sanitizers.
- Designated routing and 1,5 meters distance visuals will be placed on the floor at the reception to ensure distance between the guests and staff.
- 2nd entrance to the reception will be available for group arrivals.
- Transparent screens will be used between guests and reception staff. The reception staff and bellboys will wear face masks and will frequently wash their hands.
- All staff will be trained according to the COVID-19 measurements. They will be provided with disinfection products and facemasks.
- Every guest will receive a disinfected envelope with a disinfected room key and hotel information.
- In room flyers will not be put.
- Special defined area for guests to put their luggage. Luggage handle will be disinfected by Bellboys prior of luggage service to the rooms.
- Due to 1,5-meter distance regulations, guests are obliged to wear facemask using the luggage buggy service for check-in or check-out. The bellboys will not be allowed to enter the guest's room. Service until the door.
- The frequency of cleaning will be increased in the entire hotel. All public areas (including lobby elevators, door handles, public bathrooms, etc.), reception desks, contact points are being disinfected periodically.

Stella Maris Ibiza has the right to change or adapt procedures at all times due to operational or health and safety regulations.



GENERAL AREAS

- Antibacterial hand sanitizers will be available at different locations.
- At outside seating areas adjusted capacity will be used with 1,5-meter distance between tables and guests. Please be advised by our staff.
- If 1,5-meter distance cannot be held the use of face masks is mandatory.
- Always keep 1,5-meter distance from each other.
- The entire hotel staff will receive up-to-date briefings and enhanced operating protocols.
- Information and signage will be placed, mentioned in different languages, throughout the public areas and on TV-screens to inform guest about safety measures.
- All public areas (including lobby elevators, door handles, public bathrooms, etc.), reception desks, contact points are being disinfected periodically.
- All guests are obliged to follow the rules and instructions of the staff as stated in the local health and safety regulations.

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MAIN RESTAURANT & BEVERAGE SERVICE

- All staff will be trained according to the COVID-19 measurements. They will wear facemasks and provided with disinfection products.
- The main buffet restaurant will work with time slots and pre-reservations for breakfast, lunch and dinner.
- Disinfection gel is available.
- Reduced capacity of the restaurant.
- Due to reduced capacity of the restaurant guests will have to follow seating instructions of the staff.
- 1,5 meters distance between tables and guests.
- Entry and exit signs are visible on the floor in the restaurant.



MAIN RESTAURANT & BEVERAGE SERVICE

- Guest should use the disinfection gel before entering the restaurant. 1,5-meter distance visuals will be visible on the floor. If you cannot keep the safe distance of 1,5-meter, every guest must wear a face mask entering the buffet line. There is only a one-way traffic to the buffet. A separate exit way to leave the restaurant.
- Service buffet; kitchen staff will provide food to guests. Transparent screens between the kitchen staff and guest.
- Service point will be found at the end of the buffet. Guests will get the prepared plate served by kitchen staff.
- It is obligated to wear a face mask at the entry point for beverages. Guests should use the disinfection gel. Drinks will be provided by bar staff from a counter with 1,5-meter distance lines.
- After every time sloth, tables, cutlery and single use salt, pepper, oil and vinegar will be prepared for the next sitting.
- Reduced buffet size due to operational health and safety reasons.
- Children under the age of 12 cannot enter the buffet area by themselves. Food for children under 12 years of age must be provided by a parent or caretaker.

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FOODCOURT

- All staff will be trained according to the COVID-19 measurements. They will wear facemasks and provided with disinfection products.
- Reduced capacity of the restaurant and distance rules of 1,5 meter between tables and guests according to the health and safety regulations.
- 1,5-meter distance visuals will visible on the floor.
- Service will be provided from a service point with 1,5-meter distance to avoid contact. Plastic cutlery will be available.
- Guests order at the counter. The food will be delivered at the end of the food line.
- Guests should use the disinfection gel before accepting the food.
- Entry and exit visuals are visible on the floor.
- Regular cleaning and disinfection for the next sitting.
- Children under the age of 12 cannot enter the buffet area by themselves. Food for children under 12 years of age must be provided by a parent or caretaker.

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BARS

- All staff will be trained according to the COVID-19 measurements. They will wear facemasks and provided with disinfection products.
- Dishwashers and glass cleaning machines will be washed above 80 °C.
- 1,5-meter distance visuals will visible on the floor.
- The service of beverages will be provided from a service point with 1,5- meter distance and panels to avoid contact.
- Guests should use the disinfection gel before accepting the drinks.
- Regular cleaning and disinfection of the bar surface.

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THEATER TERRACE

- All guests are obliged to follow the rules and instructions of the staff as stated in the local health and safety regulations.
- Reduced capacity of the terrace.
- 1,5 meters distance between tables and guests.
- Entrance only allowed when a seat at a table is available.
- There is no service at the table. Guests can order drinks at the lobby bar. The bartender will prepare their order and they can pick up their order at the designated service point.
- After every sitting, tables will be cleaned and disinfected for the next sitting. Guests can only take place at a cleaned and disinfected table.

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SWIMMING POOLS & OUTSIDE POOL AREA

- Chlorine levels of the pools will be raised to max. 3 ppm according to the health regulations of the Spanish government.
- Sunbeds will be grouped in two with 1,5-meters distance from the next group of sunbeds.
- Sunbeds will be disinfected daily, at the beginning of the day and after every use.
- Towels must always be used on the sunbeds.
- Guest need to follow the instructions of the staff when entering the pool area.
- Lifeguards will monitor and enforce when necessary.

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ELEVATOR MAIN BUILDING

- If guests using the elevator are not from the same family wearing a face mask is obligatory.
- Check that the safety distance is met during waiting times and that the use of face masks is observed.
- Regular disinfection of elevator buttons, inside and outside the elevators on all floors.



HOUSEKEEPING

- All staff will be trained according to the COVID-19 measurements. They will wear facemasks and provided with disinfection products.
- The staff will receive up-to-date briefings about the number of rooms that will be cleaned and disinfected.
- All housekeeping will work with Personal Protection Equipment and individual disinfection gels.
- There will be no amenities in the room besides liquid soap and shower gel dispensers.
- Doorhanger “don’t disturb / clean my room” is available at reception.
- Rooms will only be cleaned when the guest is not in the room.
- Disinfection of room, floor, bed, curtains, hairdryer, closet, lamps, tables, remotes, tv, doors, bathroom and hangers.
- Housekeeping will do the bed linen after disinfecting the rooms and hands.



MAINTENANCE

- All staff will be trained according to the COVID-19 measurements. They will wear facemasks and are provided personal protected equipment and disinfection products.
- Maintenance staff will work when guests are not inside the rooms.
- Maintenance staff will carry out work before housekeeping to provide rooms are disinfected and cleaned after.

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BUGGY SERVICE

- Only Check-in and Check-out buggy assistance for **luggage** will be provided.
- Continues client buggy-shuttle service through the resort will not be available due to COVID-19 measures and operational reasons.
- Due to 1,5-meter distance regulations, guests are obliged to wear facemask using the luggage buggy service for check-in or check-out. The bellboys will not be allowed to enter the guest's room. Service until the door.
- All the surfaces of the buggies will be disinfected at the beginning and at the end of every ride with disinfection material.
- All luggage handles will be disinfected before loading to the buggies.
- Personal protection equipment will be used by the driver every time
- The buggy will be disinfected after every shift.

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SOUVENIR SHOP - SUPERMARKET

- Maximum capacity and queuing according to 1,5-meter distance.
- Use of disinfection gels before entering the souvenir shop.
- Use of facemask entering the souvenir shop.
- Please follow instructions of the staff
- Use of markers for distance.
- Regular disinfection of the souvenir shop area.

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DOCTOR SERVICE

- 24/7 doctor service available. External service against payment.
- Morning presence and late afternoon presence of the doctor at the resort.
- 24-hour emergency service upon request
- Doctors service provided with personal protection equipment.
- Disinfection and cleaning of doctor's office periodically.

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SERVICE NOT AVAILABLE & CHANGED SERVICES DUE TO COVID-19 MEASURES

- No Self-service. Guests will be assisted at the buffet.
- No Late-Night Dinner Buffet
- No Buggy Service (except check-in and check-out luggage service)
- No cash, only card payments at outlets or booked to room. Cash only at Reception.
- No Entertainment shows
- No Animation & Kids Club
- No Gym
- No Cabana Lounge
- At the moment no Seaview Pool and Pool Bar– Will be open or closed according to total hotel guest capacity due to COVID-19 regulations.
- Adapted hours for **Check-in after 16:00** and **Check-out before 11:00** due to disinfection procedures.
- No amenities in all rooms. On request at reception.

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