

AT CASA DE LOS NARANJOS OUR PRIORITY GOAL IS THE SAFETY AND WELL-BEING OF OUR CUSTOMERS, EMPLOYEES AND SUPPLIERS.

In view of the spread of the coronavirus, we would first like to express our solidarity with all those affected.

Our compromise for cleaning and hygiene

We take hygiene and cleaning standards very seriously and implement additional measures to ensure the safety of all our guests, employees and suppliers.

Our hotels' health and safety measures target a wide range of viruses, including COVID-19, from hand wash hygiene, cleaning product specifications to room cleaning procedures, common areas and indoor or storage areas.

These are the most important measures that we have developed to ensure the safety of our customers, employees and suppliers:



LAUNDRY SERVICE

We work with a leading local laundry that is certified. And compliance with all processes from the collection of laundry to the delivery of the clean laundry, in compliance with the demanding conditions, is guaranteed.

[covid-19 | LAVAMAS \(lava-mas.com\)](https://www.lavamas.com)



EMPLOYEE TRAINING

All of our employees are specifically trained in the applicable safety and hygiene protocols, which are adapted to each workplace. This training was carried out with the company **MC PREVENCIÓN**



DISINFECT THE ROOMS AFTER EACH LEAK

cleaning and desinfection

- ✚ Use of effective coronavirus detergents
- ✚ Bed linen, towels and other textiles are washed according to the instructions of the European authorities
- ✚ Disinfect the accommodation after each stay
- ✚ You can cancel your property's cleaning service during your stay
- ✚ Disinfectant in common zones



RESTAURANT OPERATIONS AND FOOD SECURITY

We have adapted our breakfast service. The health certification of all of our suppliers has been verified and we follow the strictest safety protocols in the delivery processes, minimizing product handling and human contact.



WORK ORGANIZATION

The safety of our customers and employees comes first, and for this reason we have increased the distances between work surfaces, increased hand hygiene and the use of masks, as well as adapted a very demanding cleaning protocol with specific antibacterial products to ensure maximum disinfection in our operations



OUR SUPPLIERS

All of our suppliers are subject to European law.



INTERNATIONAL MEDICAL AID

We guarantee you a 24-hour medical care by the patient's health insurance. This service does not apply to customers of Spanish nationality which are already covered by the national public health system or their own private health insurance.



FLEXIBILITY IN BOOKING

In addition, we have also adjusted our cancellation policies and booking changes to give our customers additional flexibility in the current situation.