

01/07/2020



## PLAYA PARK ZENSATION

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## PREVERISK

Playa Park Zensation and Preverisk have collaborated to develop detailed guidelines in response to the Covid-19 illness. Playa Park Zensation have provided invaluable input from their operations experience, which combined with Preverisk's technical knowledge and experience, has resulted in a comprehensive set of procedures addressing all departments within Playa Park Zensation. The authors include recognised international experts.

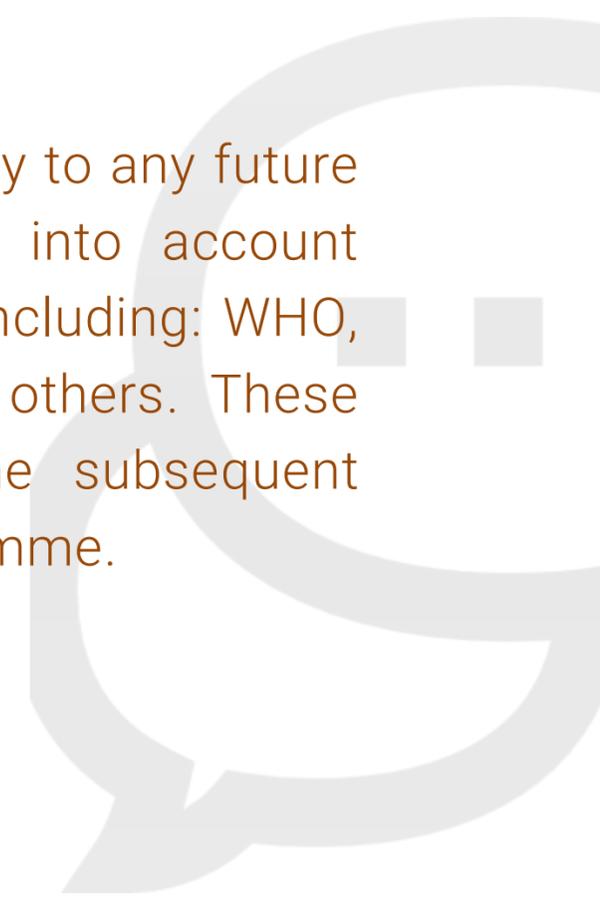
## METHODOLOGY

We have adopted a risk-based approach for identifying hazards throughout the entire circuit flow of guests, staff and other visitors to Playa Park Zensation. From this, control procedures will be applied, according to the risk level. These protocols aim to avoid the spread of illness, both from person to person and by way of the environment (e.g. touching surfaces).

Therefore, social distancing and hygiene practices (personal and environmental) such as cleaning and disinfection, have been applied throughout the various stages, according to the risk level. These guidelines are based on current available knowledge and will be updated as more information becomes available.



Operational feedback will also be key to any future fine tuning. We have also taken into account information from various sources including: WHO, PHE, CDC, ABTA, ICTE amongst others. These guidelines form the basis for the subsequent training and implementation programme.



# PRE-OPENING CHECKS

All areas of the building have been checked to ensure our guests' health and safety



Fire  
Safety



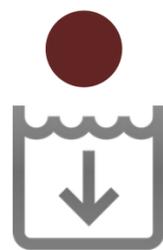
Food  
hygiene



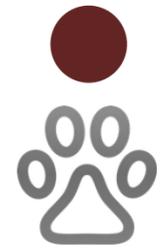
Laundry



Gas  
Safety



Pool  
Hygiene and  
Safety



Pest  
Control



Water  
Systems



# COVID-19 SPECIFIC CONTROL MEASURES

The following recommendations and protocols are specifically addressed to prevent or mitigate the potential spread of Covid-19 amongst holidaymakers and staff.



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 ●  
 Crisis Management Team
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 ●  
 Training Programme
-   
 ●  
 Sickness Reporting
-   
 ●  
 Staff Policies
-   
 ●  
 Public or communal areas
-   
 ●  
 Confinement Protocols
-   
 ●  
 Communication Plans
-   
 ●  
 Restaurants
-   
 ●  
 Receipt of goods
-   
 ●  
 Reception
-   
 ●  
 Staff Transport
-   
 ●  
 Recording actions taken
-   
 ●  
 Medical Support
-   
 ●  
 Shops
-   
 ●  
 Bar
-   
 ●  
 Kitchen
-   
 ●  
 Housekeeping
-   
 ●  
 Maintenance
-   
 ●  
 Entertainment
-   
 ●  
 Spa & Fitness

# MANAGEMENT

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We have implemented management support guidelines to ensure:



## The Crisis Management Team (CMT)

The CMT is up and running (and adequately trained). Our consolidated CMT allows incidents to be managed quickly and consequently a quick and well coordinated response.

## Confinement Protocols

An emergency plan has been designed which can be followed in case of an outbreak. In the event of a suspected or confirmed case of Covid-19, we have action plans ready to implement.



## Training Programme

General staff training is in place regarding new protocols to prevent the spread of Covid19.

This training is in various stages: INITIAL: containing basic information about the illness, personal hygiene, the use of PPE, and departmental procedures. FOLLOW-UP: reinforces the basic points and any improvements made. Plus, follows up employees' concerns and needs

## Communication Plans

Internal and external communication plans have been established to maintain lines of communication with both guests and employees in order to provide information adapted to their needs.





### **Sickness Reporting**

Early symptom detection mechanisms for both guests and staff are in place to prevent the spread of infection and potential outbreaks. Implementation of this means we are prepared and can activate other control procedures without delay.

### **Medical Support**

Medical support is available if required. Not all destinations have the same resources, so we anticipate the needs of our guests should they become ill.

### **Staff Policies**

Enhanced staff policies have been implemented in three main areas: personal hygiene, social distancing and the use of PPE. We have looked sensitively at ways to protect staff from the risks of working with potentially infected guests



### **Logbook actions taken**

A logging system for actions taken, to demonstrate a duty of care. It is important to not only take action, but to also demonstrate it by way of a logging system which shows all actions taken.



# COVID-19 SPECIFIC

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All clients, staff, suppliers and visitors who come to the hotel will have to comply with these measures for each new activity they carry out:

- Preventative measures implemented at the hotel entrance include: temperature taking, hand disinfection control and the provision of masks and gloves to guests and visitors.
- Reinforced personal hygiene procedures have been implemented, including gloves and masks for all personnel.
- Cleaning and disinfection procedures have been improved during and after each service. In addition, tables, chairs, hammocks and any other items will be disinfected after each client's use.
- The distance between clients will be a minimum of 1.5 metres (in America 6 feet).
- Hand sanitiser gel dispensers are available throughout the area.
- Constant ventilation protocols have been reinforced with natural air. An air purification system will be installed in enclosed areas.
- All chemicals used are considered effective against COVID19.





## RECEPCIÓN

- The implementation of web check-in, in hotels where this is possible.
- Using the mobile app as an information tool for all hotel communal areas, to avoid information in paper form or flyers being exchanged.
- Hydroalcoholic gel dispensers distributed along the reception desk.
- Screens installed at the Reception desk.
- Room allocation criteria to ensure social distancing.



## STAFF TRANSFER

- Preventative measures to be taken, depending on the employee's mode of transport.
- The implementation of specific rules for the use of public transport, including social distancing, personal Hygiene and PPE.
- The implementation of enhanced rules for the cleaning and disinfection of company buses.
- The creation of additional hygiene rules upon arrival at hotel facilities



## RECEIPT OF GOODS

- Supplier's staff temperatures will be taken.
- The entrance for supplier vehicles will be appropriately cleaned.
- Wherever possible, products will not enter the hotel in the supplier's packaging but will firstly be transferred to the hotel's previously disinfected crates.
- Fruit and vegetables will be disinfected before being stored.
- External suppliers will be asked for details of all hygiene and safety measures that have been taken in relation to COVID-19. Regular compliance checks will be made



## MANTEINANCE

- Protocols for constant ventilation with natural air have been reinforced. An air purification system will be installed in closed areas.
- Air conditioning maintenance in rooms and common areas to include a weekly disinfection of filters.
- Strict supervision of dishwashing, laundry and other washing and disinfection equipment.
- Water systems (pools, spa, domestic and irrigation water) are monitored constantly.



## RESTAURANTS

- Breakfast, Lunch and Dinner Hours will be extended.
- Staff will manage entry to the restaurant and show guests to their allocated table.
- An information panel, located at the restaurant entry, will display access rules for guests to read before they enter.
- There will be clear directions to show the one-way tour of the restaurant, buffets and show cooking stations.
- A disposable paper tablecloth will be placed on tables and changed after each guest. A sealed disposable paper envelope will be placed on tables, containing a knife, fork, dessert spoon and serviette.
- Tables and chairs (surfaces and sides) and any items left on the table, will be disinfected after each guest.



## BAR

- Signaling tape and marks will be installed to ensure correct distancing when queueing to enter the bar.
- Screens will be installed on the bar counter.
- The drinks menu will be printed on posters and those guests who have downloaded the RIU App. will also be able to see it on their mobile phones.
- Drinks will be served exclusively from the Bar to the guest, or from the Office to the Bar and then the tables.
- Enhanced cleaning and disinfection procedures during and after each service. Furthermore, tables and chairs (surfaces and sides) and any items left on the table, will be disinfected after each guest.



## KITCHEN

- HACCP is strictly implemented and monitored and reinforced personal hygiene procedures have been added, including the use of gloves, masks and hand washing, at least every 30 minutes.
- The number of dishes placed on the buffet will be adjusted to the number required. Single-dose, packaged products and individual portions will be provided for some meals, with more regular restocking.
- Depending on the buffet option, all serving utensils (tongs, serving spoons, etc.) will be changed every 30 minutes and replaced with new disinfected ones.
- At Show cooking stations food shall be prepared in reasonable quantities to avoid queues forming, but also to avoid food piling up.



## HOUSEKEEPING

- Enhanced cleaning and disinfection procedures for cleaning each room, with special attention paid to hand contact areas (railings, handles, tv/ac remote controls, minibar, etc.).
- Communal indoor and outdoor areas will be cleaned and disinfected every hour, with special attention paid to hand contact areas (railings, handrails, elevator buttons, etc...).
- Some items have been removed from rooms. Amenities now include a hand sanitiser dispenser and hygienic bags.



## SHOPS

- Capacities will be limited to ensure social distancing.
- Signaling tape will be installed to ensure correct queueing.
- All products will be sanitised before leaving the warehouse.
- Exchanges or returns will be stored for 72 hours and sanitised.
- Payment by credit card will be encouraged.
- Enhanced cleaning and disinfection procedures for cleaning whilst open and after they close.
- Protocol reinforced for natural air ventilation



## ENTERTAINMENT

- Activities will be carried out whilst maintaining social distancing, capacities will be limited, materials will be kept sanitised and disinfectant gel made available.
- Spaces will be adapted so guests can enjoy activities whilst maintaining social distancing.
- Guests' temperatures will be taken prior to all activities.
- All materials (toys, utensils, games, etc.) will be disinfected before and after each activity with a disinfectant product effective against COVID19.
- Before beginning an activity, all participants will be reminded of hygiene and safety measures.
- Activities for children will be adapted to maintain social distancing and capacities will be reduced.
- There will be no adult or teenage sports activities involving physical contact.



## LAUNDRY

- Two designated groups of staff. One group to work exclusively with dirty clothes and the other to work exclusively with clean clothes.
- Different route circuits have been designated for dirty and clean textiles, to avoid any kind of cross-contamination.
- Different trolleys are used for dirty clothes and clean clothes and are disinfected daily.
- Clothes will be washed with ozone and detergent, and then dried at a temperature above 60°C. Sheets, towels and other similar elements are folded at a temperature of 150°C.
- Enhanced cleaning and disinfection procedures are reinforced in work areas during and after each shift. All chemical products that are used are considered to be effective against COVID19.



## SPA, FITNESS & POOLS

- Activities will be carried out whilst maintaining social distancing and limiting capacities.
- There will be a hydroalcoholic gel dispenser at the entry to each area (toilets, changing rooms, water areas, gymnasium, etc.).
- A strict protocol has been implemented for the changing of towels.
- **SPA:**
- Guests will need to make an appointment for treatments to avoid crowding.
- A disposable protector will be used on beds and other items used during each guest's treatment.
- **GYM:**
- The mandatory use of a towel on all sports equipment.
- For disinfecting equipment, disinfectant dispensers and disposable paper dispensers will be available.
- **POOLS:**
- Swimming pool capacities will be limited.
- Sunbeds will be 2 metres apart for clients from different family units.
- Sunbeds will be cleaned and disinfected each day.

*PLAYA PARK CLUB \*\* 1.993 - 2.010*  
*PLAYA PARK CLUB \*\*\* 2.010 - 2.018*

## PLAYA PARK ZENSATION \*\*\*\*\* SINCE 2018

- In 1993, the friends Ruiz de Azua y Gomez de Segura, decided to build this hotel in the small town of Corralejo, so many kilometers away from their native Vitoria.
- They knew that it would be a challenge with many obstacles, but they could only overcome it, trusting the people who lived on this island. And that trust and respect for these people is what has made today, 24 years later, that many of these people still care for this house and respected and loved by this family of the Basque Country.
- The same feelings exist on the part of the employees of Playa Park Zensation towards those who have always treated them as friends rather than as hotel staff.
- Playa Park Zensation has undergone various transformations, and today is what it is thanks to continuous investment in improving facilities.
- Today, the hotel is adapted to the latest technological advances in tourism.
- The permanent investments and modernizations of the building as well as of the surroundings, reflect the development that Fuerteventura is carrying out towards a model of quality tourism.
- Soon the quality of the service to our visitors will be one of the main characteristics that will make this business model the subsistence model for many families who have chosen this land to live the years of their lives.
- Fuerteventura is a very sensitive environment and methods must be adopted to protect the environment with appropriate environmental management.
- Playa Park Zensation cannot conceive of its future without sustainable management that respects the island and the sea around us.
- Playa Park Zensation, in conjunction with various ecological organisations, public bodies, good waste management, energy efficiency, elimination of single-use items, recycling, cleaning actions, sponsorship, etc... as well as the awareness of our customers and workers, seeks to contribute a little of what is necessary to make the health of our environment and our beloved planet Earth eternal.

**Protect me, I protect you, but let us also protect our land**

# PREVERISK GROUP

Preverisk Group is an international consultancy company focused on the global tourism industry. For 15 years, we have been providing consulting, auditing, training and software development services in the areas of health, hygiene, safety, quality and sustainability. We are experts in Public Health and Tourism. We currently have a physical presence in 22 countries, over 55 destinations, with a portfolio of more than 600 clients. Over the last three years we have remotely risk assessed the health and safety of more than 25,000 hotels, for tour operators and bed banks, in approximately 190 countries.

Preverisk Group has proven experience and a good reputation in the Travel and Tourism sector amongst tour operators, hoteliers and ancillary destination services, in addition to several countries' Ministries of Tourism. We are ABTA partners (the Association of British Travel Agents) with whom we have participated in many seminars and conferences. Additionally, we have contributed to the development of the ABTA Tourism Accommodation Health and Safety Technical Guide, the standard reference used by the travel and tourism sector.



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