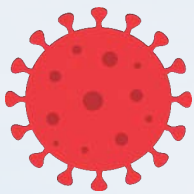


Avila Beach Hotel COVID-19 Measures

We are excited that you will be visiting us shortly. Standards for hygiene and cleanliness are taken very seriously including additional steps to ensure your safety. Therefore, we have set-up procedures to follow the guidelines of the local health authorities.

While we look forward to welcoming you, we would like to update you prior to your arrival on some measures that have been taken and which you will experience during your stay with us.



If during your stay you start experiencing **symptoms** similar to the COVID-19 ones, we urge you to stay in your hotel room and contact hotel management through the Front Desk (ext. 7000).



Avila's Housekeeping Team is rigorously trained, and all rooms are **Triple Checked** before a check-in for the next hotel guest (standard procedure).



Every Employee received a training about the Coronavirus and about how and when to Wash Hands thoroughly. (**Hand Washing Instruction Signs** for both hotel guests and employees.)



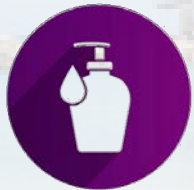
Housekeeping service & maintenance requests will be available however hotel room should be **vacant** for the staff to be able to work, or guests may wait on the room balcony.



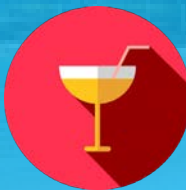
Surfaces that are touched often are being **Cleaned Extra**. Such as Elevator buttons, Room key cards, stair bannisters, doorknobs of hotel rooms and offices as well as phones and digital devices.



High-Temp Wash & Disinfectant for linens, bedding items, cushions, kitchen equipment, towels, beach towels etc. (standard procedure).



Hotel Guests receive a complimentary **Hand Sanitizer**. Hand Sanitizer Dispensers are also placed on multiple locations within the hotel.



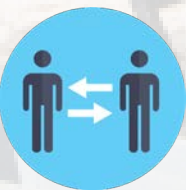
A **welcome drink** will be offered to you (complimentary) from a designated station in the hotel lobby.



Protective masks are **not mandatory** to wear in the hotel and or dining nor in our restaurants and bars, which are by the way all open air locations.



Welcome information will be sent to you **digitally** once you have checked in.



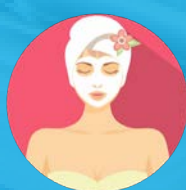
Social distancing interactions must respect physical distancing guidelines of **2 meters (6 feet / 2 arm lengths)** throughout the premises.



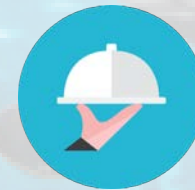
Floor markings will be visible in some outlets to support physical distancing.



Payments will only be possible with debit card, credit card or room charge. **Cash handling** is only available at the front desk.



Cloud Nine Spa cleared all location fees for all Outdoor Massages at the Avila Beach Hotel (also applicable to Massages on Room's balconies) until December 18, 2020.



A limited number of our onsite **Restaurants and Bars** will be available for service during your stay.



Avila Fitness Center is available based on appointment, please contact us from your room for your timeslot (7111)



Bell-service will be available. We will provide luggage carts in the hotel lobby for your usage. Luggage carts are sanitized after each use.



Have a **safe journey** and we **look forward to welcoming you soon!**