

Dear guest,

**Be Cordial Hotels & Resorts** warmly welcomes you to Gran Canaria, your second home.

We are really happy to welcome you in our hotel. You can finally enjoy your well-deserved holidays with us and we hope your experience will be unforgettable.

All of us who work in these premises have been instructed on all necessary measures to ensure your health. We have included in our already strict cleaning criteria those practices and products that offer the highest level of disinfection both, in public areas with a higher volume of people and in your room.

Your room has been thoroughly cleaned and all surfaces oftenly touched have been treated with products recommended by the government and supplied by world leader companies in cleaning and hygiene. All common areas are also carefully cleaned several times a day. Our employees and hotel management have received the necessary training to create a safe environment for you. They will be happy to answer any questions you may have at any time.

However, we need you to take into account the few measures we outline below:

They are very easy to follow. Please, remember not to touch your face, use the sanitizer dispensers available throughout the facility and wash your hands frequently, following the recommended guidelines for maximum effectiveness.

Always keep a distance of 1,5 meters from other people, including our employees and please keep in mind the correct use of the elevators. **Wear your mask in while indoors except when eating or drinking.** If it becomes necessary, the management will set rules for the use of some common areas in order to be able to maintain their maximum capacity. We appreciate your patience and understanding. Please inform us of any needs we may have not considered.

In the unfortunate case that you experience any symptoms such as cough, sneeze, dyspnea (shortness of breath) or high temperature, please keep calm and go to your room together with your group and call reception. Have no worries, our staff will know how to proceed. Kindly follow their instructions. Please keep in mind the safety of others and proceed as soon as possible. Others may be in a vulnerable situation.

Thanks for your help and be happy with us.

Kind regards

**GENERAL MEASURES**

**SANITIZER**



There are sanitary dispensers all around the premises. Kindly use them frequently.

**IF YOU SNEEZE OR COUGH**



Use the inner side of your elbow.



Use a disposable tissue.



Throw it away after using it



Wash your hands immediately after



Avoid touching your eyes, nose and mouth with unwashed hands

**SOCIAL DISTANCING**



Please keep a minimum distance of **1,5 meters** from other guests and employees.

**MASK**



Mandatory in indoor areas

**ELEVATORS**



Do not share the elevator



Only family groups

**MAXIMUM CAPACITY**



Kindly respect the max capacity of each area and avoid any crowds.

**STAFF**



Kindly respect all guidelines given by our staff and consult any queries

**HOW TO EFFECTIVELY WASH YOUR HANDS**

1



Open the tap and wet your hands.

2



Pour soap over your wet hands.

3



Lather your hands by rubbing them together with the soap.

4



Link your fingers together, facing each other, into clasped hands. Then rub your palms and fingers together.

5



Enclose your right hand around your left thumb and rub as you rotate it, then swap.

6



Rub your fingers over your left palm in a circular motion, then swap.

7



Repeat with your fingers folded

8



Soap and wash your wrists.

9



Finally, dry your hands.

**WHY SHOULD YOU WASH YOUR HANDS FREQUENTLY**



There may be virus traces in and outside the elevator and door handles.



Keeping your hands cleaned or sanitized ensures your health protection

**IF YOU EXPERIENCE ANY OF THESE SYMPTOMS**



Cough / Sneeze



Dyspnea (shortness of breath)



High temperature

