



HOTEL  
MARINA PORTALS  
M A J O R C A

MEASURES FOR A SAFE STAY

With greater peace of mind than ever!



## Your right to 100% safe stay

As a family-run company, at SALLÉS HOTELS we're well aware that you don't always want the same thing, and that you're looking for new experiences, different adventures... but that you like feeling at home wherever you are.

Our chain wants to offer trust and safety through the care and well-being of its guests and employees, respecting the type of stay each guest is looking for with all the peace of mind they deserve.

With this in mind, we've added to the measures regarding hygiene, sustainability, social commitment, technology and wellbeing that we've developed and implemented since we were established with all those you now require to respond to the current situation with absolute safety.

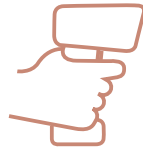


# Safety measures and protocols

## Reception



**Express Check-in / Check-out:**  
Receipt of data in advance by e-mail and telephone to avoid contact and the use of paper



**Temperature control** on all our employees.



**Disinfection mats** at the hotel entrances.



**Separation screens** at assistance points.



**Disinfection of objects** such as pens, room keys and credit card terminal after their use.



**Payment by credit card and credit card terminal**



**Information and communications** by e-mail or Whatsapp.



## Guest rooms



**Direct access to most guest rooms** without walking through the communal areas.



**Removal of all stationery** from the rooms. All information will be provided by e-mail or Whatsapp.



**Inclusion of Hydroalcoholic Gel** in the amenities set.



**Thorough cleaning and disinfection protocols** in the guest rooms after each departure. Special treatments for ventilation systems.

## Dining



**Disinfection of hands** at restaurant entrances



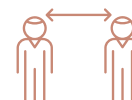
**Removal of physical menus** and use of digital systems.



**Shifts established** for lunch and dinner



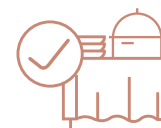
**2 m. separation between tables**, with the consequent reduction in capacity and increase in free space.



**Limited access to the buffet.** .  
Spaces not overcrowded.



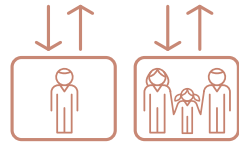
**Mandatory use of mask and gloves for the buffet service.**



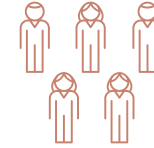
**Buffet with safety measures.**  
Breakfast buffet with individual portions and packaged products.



## Communal areas



**Use of lift** exclusively individual or per family

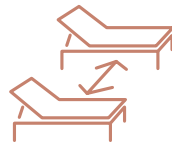


**Limited capacity** and spaces with no overcrowding guaranteed.



**Increased cleaning and disinfection** of the floors throughout the hotel complex

## Pool area



**Separation of loungers** and capacity control.



**Increased cleaning and disinfection** of the pool area.



**Specific products to disinfect the water**, in line with the guidelines of the health authorities.



**Removal of towel** change cards.

## Fitness zone



**Use in shifts** on request



**Disinfection of hands** at the entrance.



**Disinfection of all surfaces** every time a different person uses the equipment.



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Ctra. d'Andratx s/n, Km. 10

Portals Nous - Calvià (Palma de Mallorca) +34971677500

[www.hotelmarinaportals.com](http://www.hotelmarinaportals.com)