

# CUSTOMER EXPERIENCE PROTOCOL

COVID19- VINCCI HOTELES



**vinccihoteles**

# WE TAKE CARE OF OUR GUESTS

## COVID19 customer experience protocol- VINCCI HOTELES

At Vincci Hoteles, in response to the current situation, we have been working tirelessly on various areas of activity, strengthening the high standards of hygiene and well-being we already had, to adapt to the needs of our guests, improve their travel experience and offer them the necessary care throughout their stay.

A plan in which health and disinfection standards are raised even higher, broadening and enhancing protocols with the sole aim of ensuring our guests and employees are cared for, in the context of the new challenges we face.

### OUR GOALS

1

To take care of our guests

2

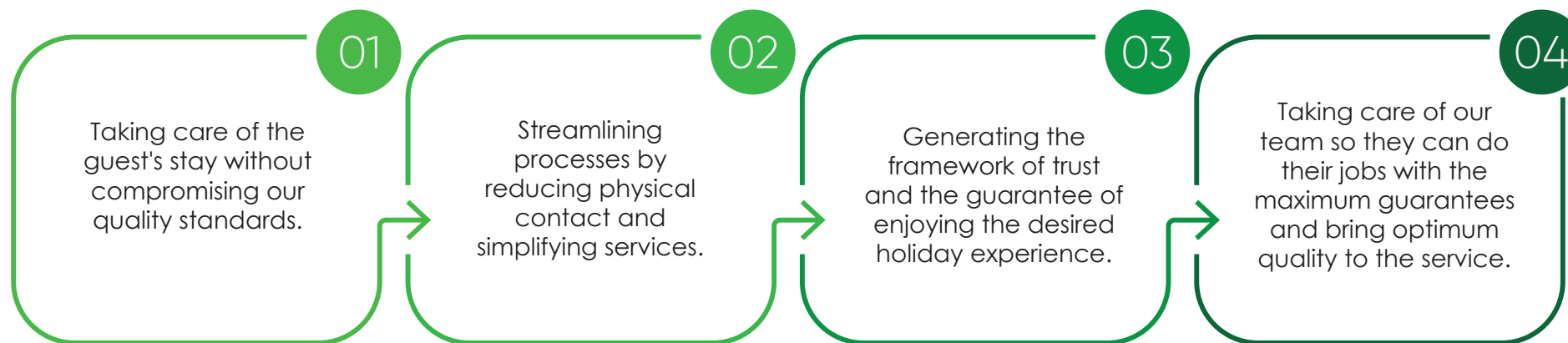
To take care of what matters to our guests

3

To take care of the people who take care of our guests: our workforce

**VINCCI HOTELES  
TAKES CARE OF YOU**

## OUR COMMITMENTS: CONTRIBUTING VALUE

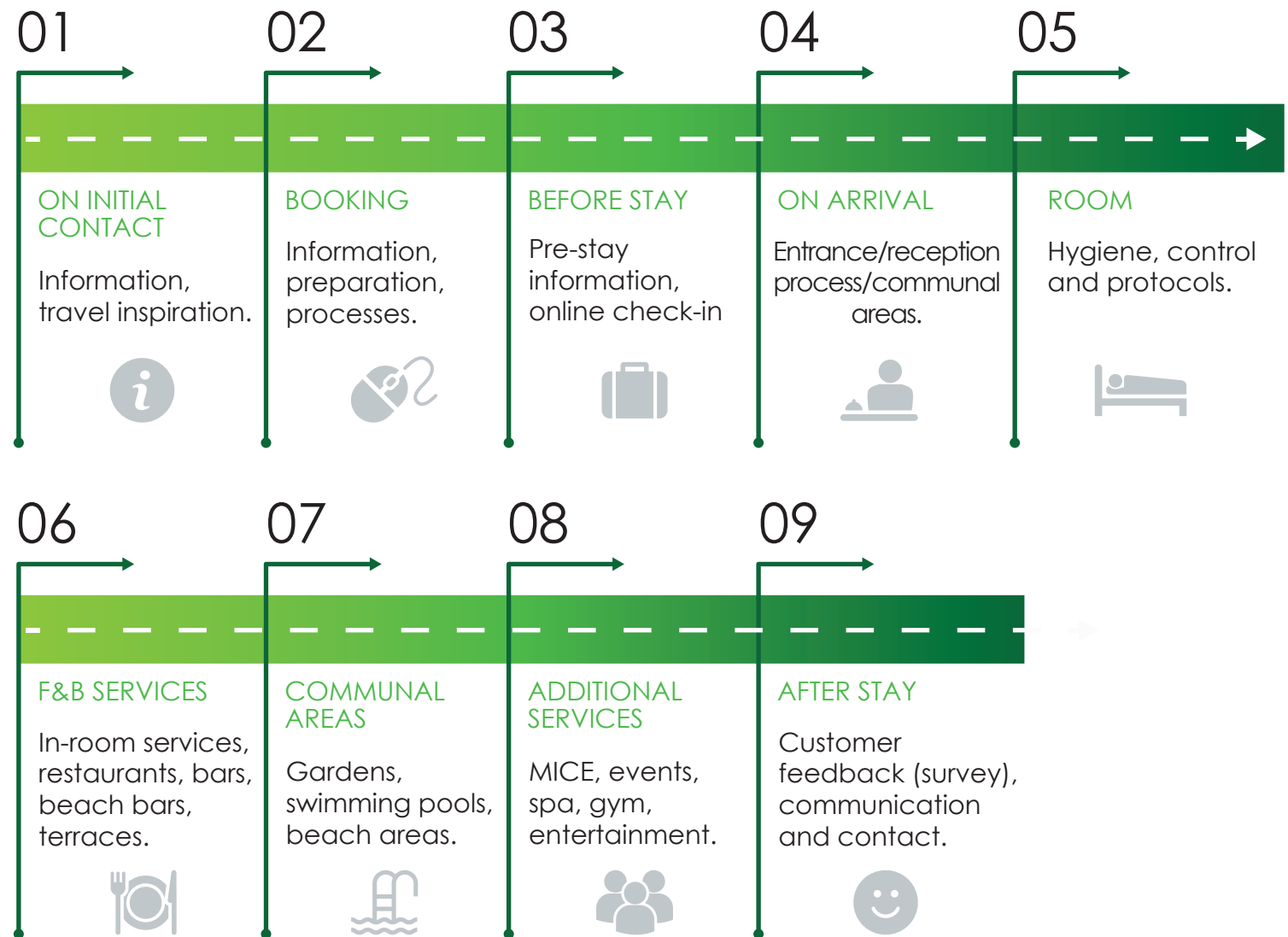


## NEW PROCEDURES: THE MAXIMUM GUARANTEES

- ✓ Official certifiers: Bio9000
- ✓ Certified suppliers
- ✓ Specialised multidisciplinary in-house team: safety committee
- ✓ Continuous improvement: Customer feedback/internal survey system
- ✓ Pilot establishments: testing measures
- ✓ Strict internal audits
- ✓ Continual training: hygiene, health and safety standards.

# EACH CONTACT:

A protocol that takes care of and adds value to the guest's experience



**EACH ACTIVITY AREA:  
ADAPTED WITH SPECIAL MEASURES**



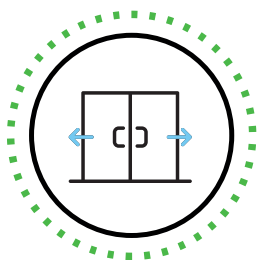
# RECEPTION & WELCOME



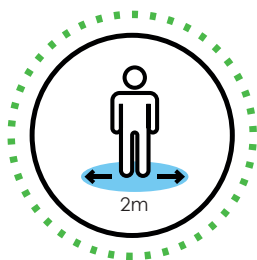
Detailed information on guest measures.



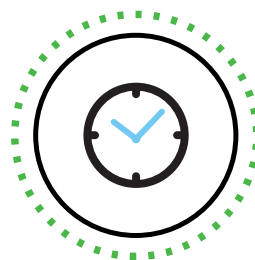
Medical services and local assistance information.



Automatic door opening.  
(consult hotels)



Limited capacity and social distancing.



Marking out of safe waiting areas.



Reception service - zero contact - protective screens.



Promoting Safe Pay: cards, mobile payment.



Staff uniform sanitisation.



Personal protective equipment (PPE) for staff.



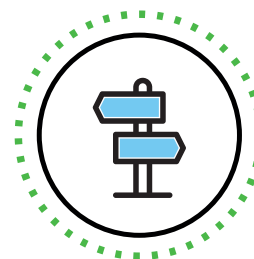
Disinfection of fabrics and reduction of dry-clean-only textiles.



Provision of disinfectants.



Constant disinfecting of shared use items.



New specific social distancing signage, best practices and guest circulation.



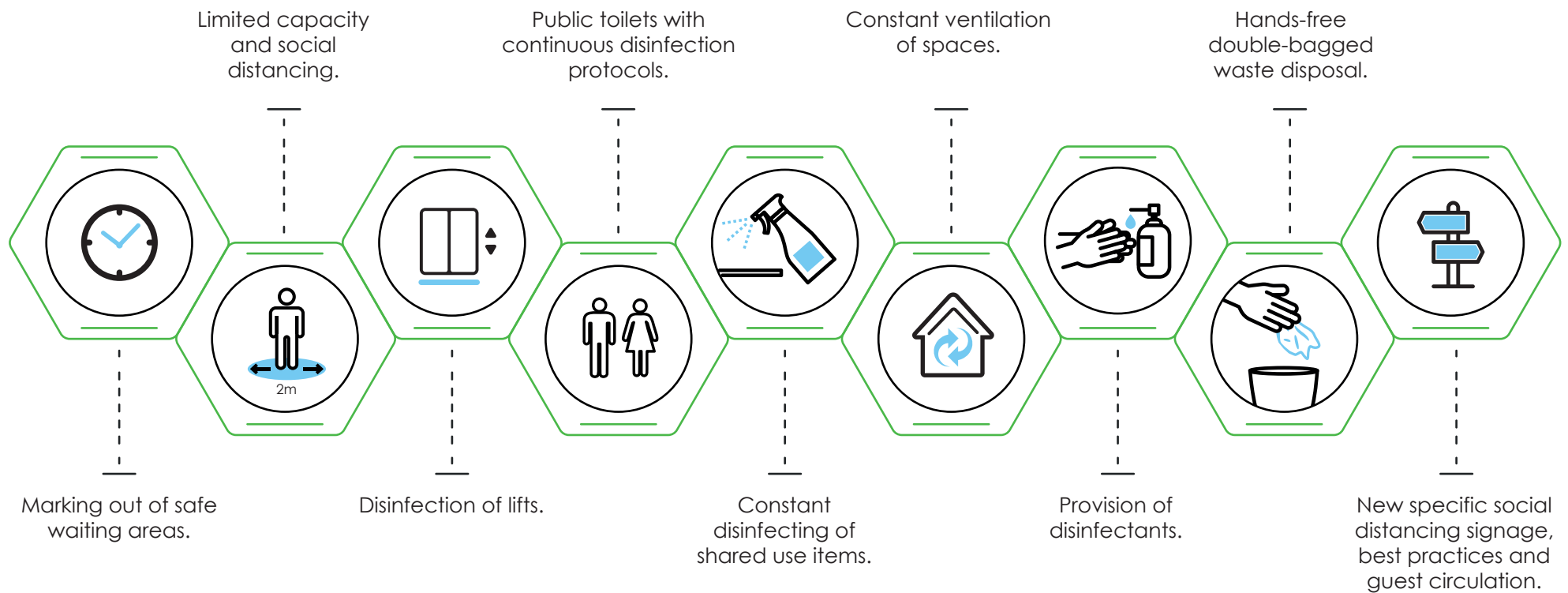
Constant ventilation of spaces.



Continual training on hygiene, health and safety standards.



# COMMUNAL AREAS



# ROOMS



Personal protective equipment (PPE) for staff.



Sanitising linen washing.



Thorough ventilation of rooms.



Room cleaning while guest is not present.



Staff uniform sanitisation.



Modification of hygiene and safety procedures, STIQK PROCESS, S.L.



Sealed toiletries now include unit of sanitiser.



New laundry protocols, preventing cross contamination.



Continual training on hygiene, health and safety standards.



Use of new, safer, more hygienic materials and elimination of paper items.



Disinfection of non-washable fabrics and reduction of dry-clean-only textiles.

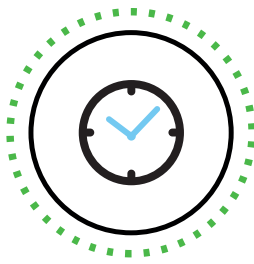




# FOOD AND RESTAURANT SERVICES



Constant ventilation of spaces.



Marking out of safe waiting areas.



Provision of hand sanitiser at entrance.



Personal protective equipment (PPE) for staff.



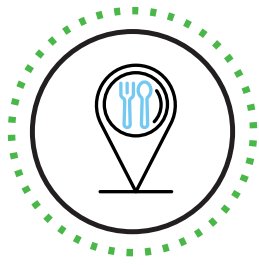
Disinfection of bedding, material, table linen.



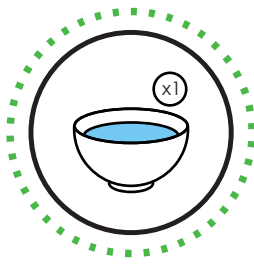
Service - zero contact - customer choice.



Staff uniform sanitisation.



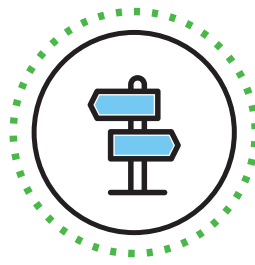
Restricted opening hours, points of sale and monitored capacity.



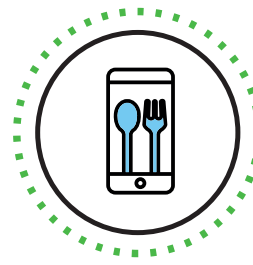
Design of new presentation formats.



Automation of processes.



New specific social distancing signage, best practices and guest circulation.



Virtual bookings through the APP.



New culinary concepts. Food market buffet service, room service.



Safe delivery service for all F&B services.



Promoting Safe Pay: cards, mobile payment.



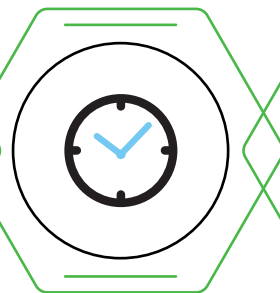
Minibar service adapted.



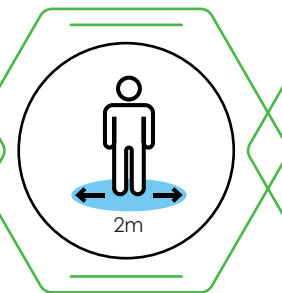
# SWIMMING POOLS



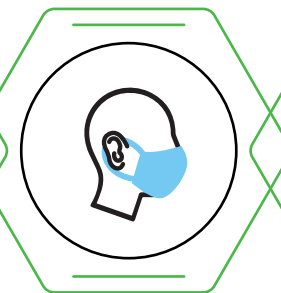
Detailed information on guest measures.



Marking out of safe waiting areas.



Limited capacity and social distancing.



Personal protective equipment (PPE) for staff.



Staff uniform sanitisation.



Provision of disinfectants.



New specific social distancing signage, best practices and guest circulation.



Constant ventilation of closed spaces: locker rooms, bathrooms, etc.



Strict pool water quality testing: Royal Decree 742/2013 COVID CONTINGENCY PLAN.



Use of hands-free wastepaper baskets.



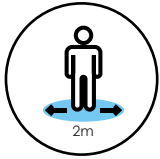
Constant disinfecting of shared use items: sun loungers, parasols.



# SPA



Personal protective equipment (PPE) for staff.



Marking out of safe waiting areas. Limited capacity and social distancing.



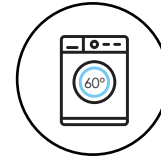
Thorough ventilation of spaces.



Provision of hand sanitiser at entrance.



Constant disinfecting of shared use items.



Staff uniform sanitisation.



Customers will be required to sign a statement of health.



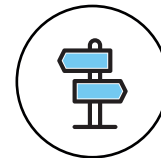
Promoting Safe Pay: cards, mobile payment.



Adaptation of hydration stations to current regulations.



Use of hands-free wastepaper baskets.



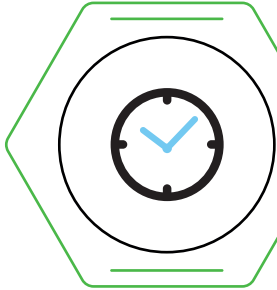
New specific social distancing signage, best practices and guest circulation.



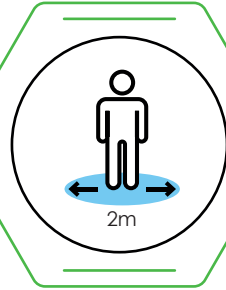
Cleaning and disinfecting tasks recorded daily.



# ENTERTAINMENT AND CHILDREN'S AREAS



Marking out of  
safe waiting  
areas.



Limited capacity  
and social  
distancing.



Personal  
protective  
equipment (PPE)  
for staff.



Staff uniform  
sanitisation.



Provision of  
disinfectants.



New specific social  
distancing  
signage, best  
practices and  
guest circulation.



Cleaning and  
disinfecting tasks  
recorded daily.



Permanent  
ventilation of  
closed spaces.



Shows attracting  
crowds should be  
restricted.



Use of  
hands-free  
wastepaper  
baskets.



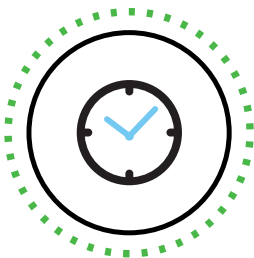
Constant  
disinfecting of  
shared use  
items.



# GYM



Constant ventilation of spaces.



Marking out of safe waiting areas.



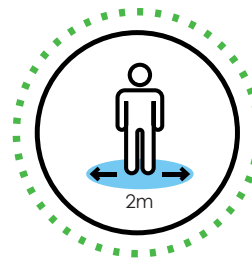
Provision of hand sanitiser at entrance.



Personal protective equipment (PPE) for staff.



Constant disinfecting of shared use items.



Limited capacity and social distancing.



Use of hands-free wastepaper baskets.



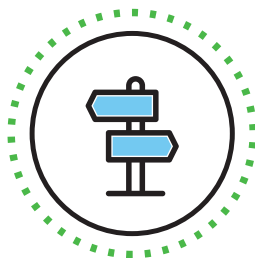
Cleaning and disinfecting tasks recorded daily.



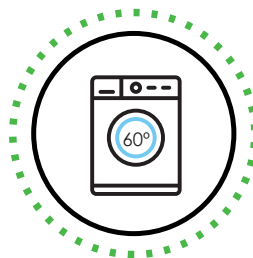
Mandatory use of towel on equipment.



Promoting outdoor classes.



New specific social distancing signage, best practices and guest circulation.



Staff uniform sanitisation.



Group classes, 2x2 space excluding the teacher. Places marked on floor. Avoid contact exercise.



Equipment must be wiped down after use.



Mandatory use of activewear for sports.

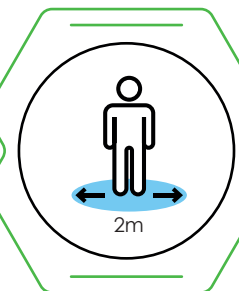


# IN-HOUSE SERVICES

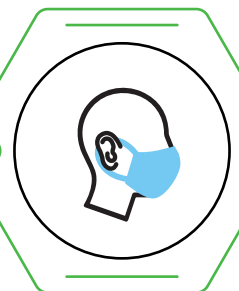
## BACK OFFICE



Body temperature monitoring.



Limited capacity and social distancing.



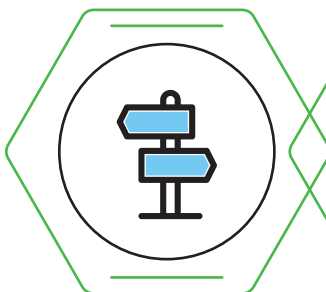
Personal protective equipment (PPE)



Staff uniform sanitisation.



Provision of disinfectants.



New specific social distancing signage, best practices and staff circulation.



Digitalisation of administrative processes.



Continual training on hygiene, health and safety standards.

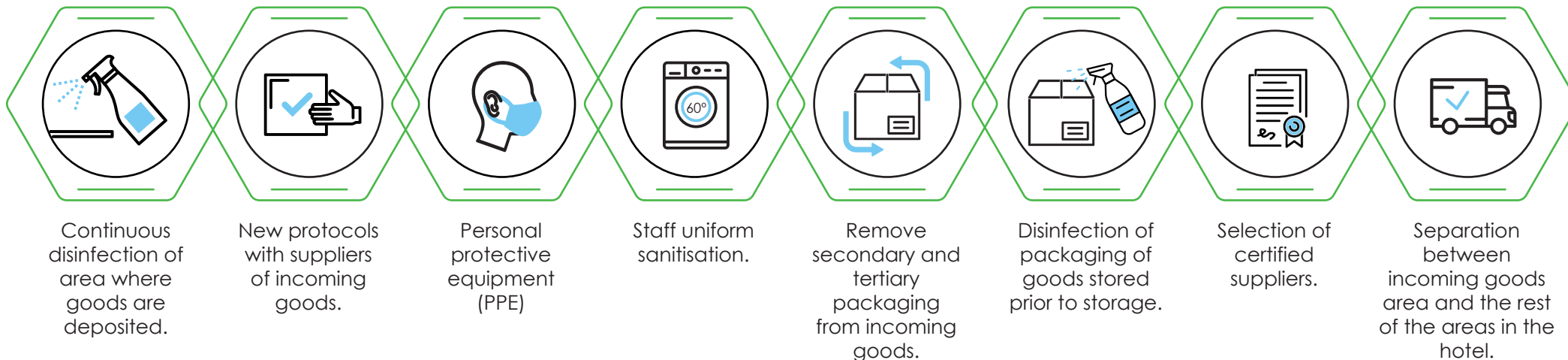


Use of hands-free wastepaper baskets.

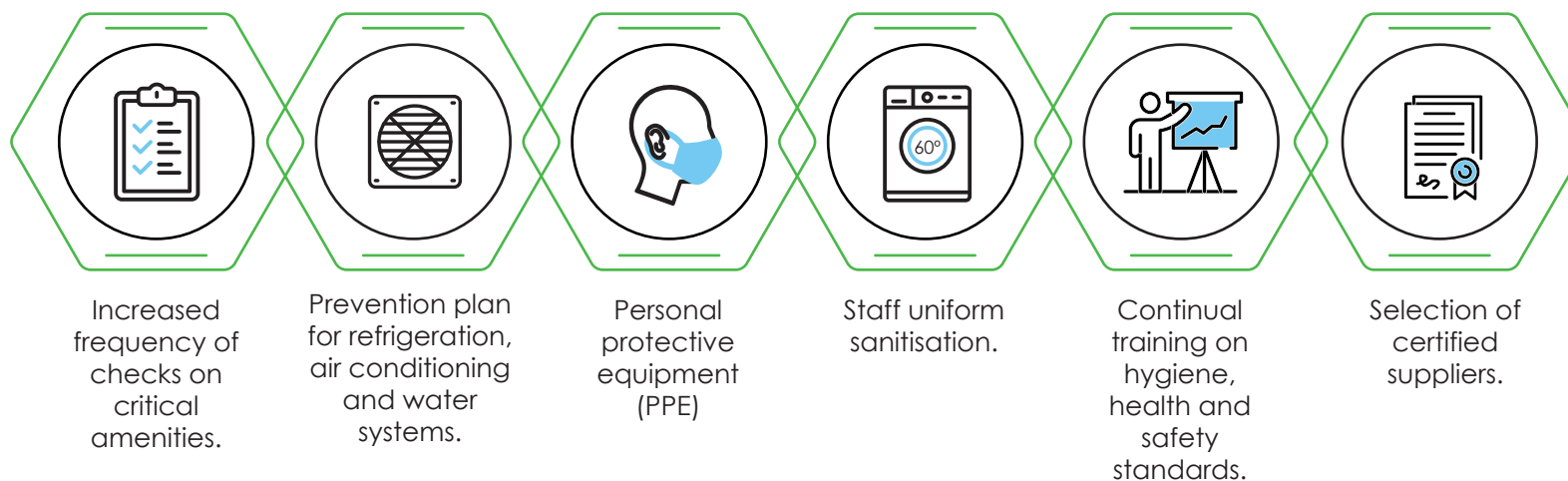


Constant disinfecting of shared use items.

## STOREROOM



## MAINTENANCE





# EVENTS

## PROTECTION AND SECURITY SYSTEMS



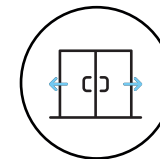
Personal  
protective  
equipment  
(PPE) for staff.



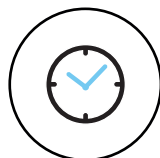
Staff uniform  
sanitisation.



Information for  
customers on  
medical and  
local assistance  
services.



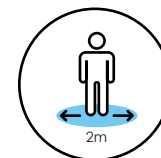
Automatic  
doors at hotel  
entrance.  
(consult hotels)



Marking out of  
safe waiting  
areas.



Body  
temperature  
monitoring  
(on request)



Social  
distancing  
checks  
(on request)



Selection of  
certified external  
suppliers.





# EVENTS

## HYGIENE AND DISINFECTION



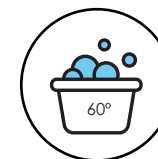
Provision of  
disinfectants.



Constant  
disinfecting of  
shared use  
items.



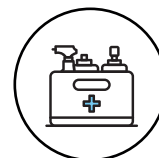
Thorough  
ventilation of  
spaces.



Sanitising linen  
washing.



Disinfection of  
non-washable  
fabrics and  
reduction of  
dry-clean-only  
textiles.



Special areas  
(toilets,  
entrances, etc.)  
with additional  
sanitising  
cleaning service  
and clean seal.



Specific  
hygiene  
standards plan  
in accordance  
with HACCP.



Staff will ensure  
compliance with  
hygiene  
regulations.



# EVENTS

## SPACE LAYOUTS AND DISTRIBUTION



Staggered entry  
and exit of  
attendees.



Proper signage  
showing  
incoming and  
outgoing flow  
for events.



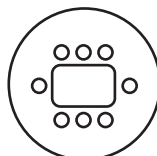
Entry and exit  
registration for  
events - zero  
contact -



Cloakroom and  
additional  
services - zero  
contact -



Individual work  
kit for each  
attendee.



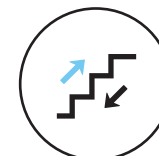
Maximum  
flexibility in  
types of  
layout.



Redesign of  
Meeting rooms  
adapted to the  
COVID 19  
recommendations.



Seating layouts  
with distance  
checks  
(on request)



Duly marked  
movement  
areas with  
marked  
circulation  
flows.



# EVENTS

## F&B SERVICES



Zero contact service upon client request.



Design of new presentation formats: individual formats, single dose.



Disinfection of cutlery, material, table linen (washed at over 60°)



New culinary concepts and flexibility on menu suggestions.

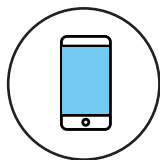


Safe delivery service for all F&B services.

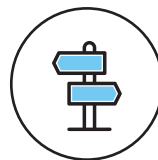
## DIGITALISATION & INFORMATION



Detailed information on guest measures prior to event, specific measures.



Digital and interactive information on the event via the corporate app.



New specific social distancing signage, best practices and guest circulation.

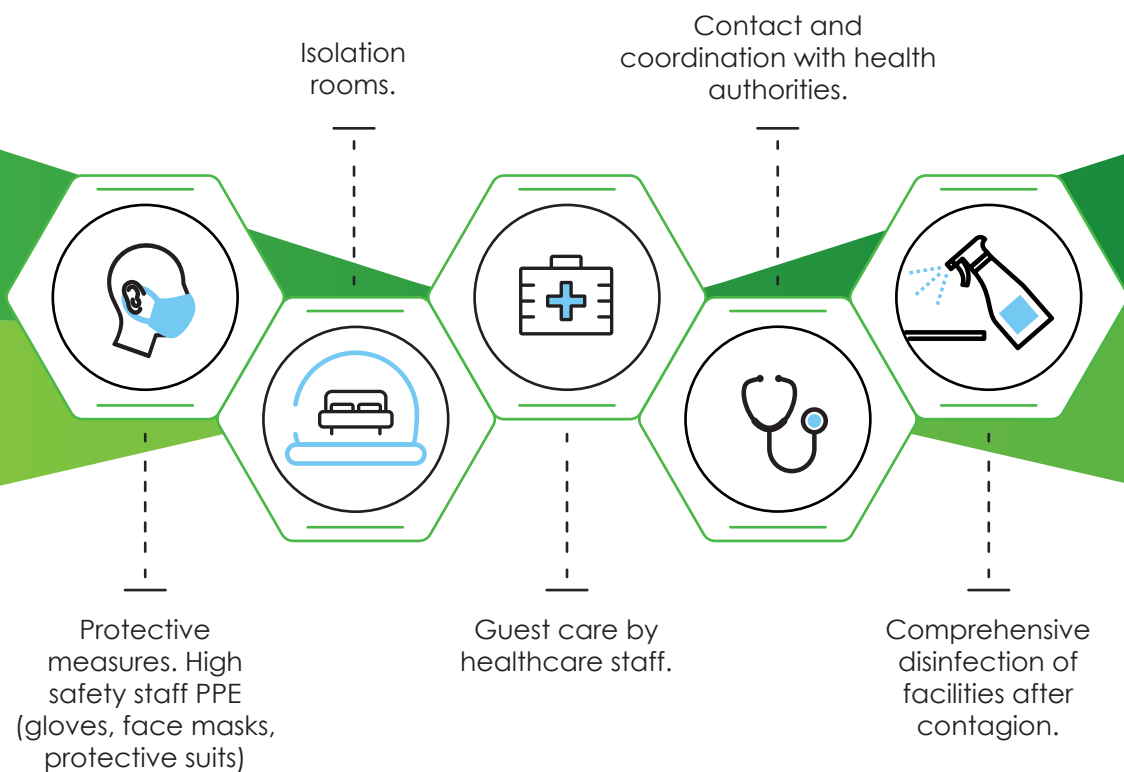


Digital interaction with the presentations.



Vincci Smart Meetings solution: Virtual meetings.

# PROTOCOL IN THE EVENT OF COVID INFECTION



# TECHNOLOGY: OUR ALLY

- Information on measures implemented via the corporate app in welcome message.
- Virtual guest relations service: 24h interactive chat service.
- .Door opening via mobile.  
(Consult hotels)
- Project development of the online check-in system.
- Housekeeping requests via corporate app.
- Digital F&B menus via the app with on-demand services.

- Spa service menus in digital format via the app.
- Management of service quotas determined via the app.
- Event management module via app.
- Administrative improvement, reduction in waiting time.
- Destination information via the app with details of recommended routes.
- Smartsearch services via app.
- Interactive pre-stay email before arrival with customised deeplinking, making it faster to activate a mobile key and establish user engagement with the app.

This specific protocol, which we have created to bring you peace of mind, is just one of the many measures and corporate protocols that comprise VINCCI CARE, our seal of approval on all services, aimed at caring for our guests, clients and staff in order to guarantee they are protected and show our commitment to continue offering the best travel experience.

VINCCI  CARE  
Vincci Hoteles cuida de ti

**vinccihoteles**

# HEALTH COVER DURING YOUR STAY

Vincci Hoteles has joined forces with Quirónsalud, a leading hospital group in Spain, to offer health cover to its guests at all Group accommodation in the country. It thus becomes one of the few Spanish hotel chains to offer this type of assistance free-of-charge throughout an entire stay at its hotels in Spain.

The agreement with Quirónsalud reflects a deep commitment by Vincci Hoteles to the well-being of its guests, which is embodied in its unique VINCCI CARE label, which has a single message: "Vincci Hoteles takes care of you". This label encompasses all the measures that the hotel chain had already developed and implemented during its nineteen years of history relating to hygiene and cleaning, safety and control at hotels, work scheduling, the food & beverage service, sustainability, social commitment, technology and guest well-being; and all those that have been implemented recently to respond to the current situation, with the aim of providing maximum trustworthiness.

VINCCI  CARE



vinccihoteles



# HOSPITALITY FOR VINCCI HOTELES



## BENEFITS

- ✓ In-person and online medical care as a "gift" from the Vincci Hotel group to its guests.
- ✓ Ambulance transfer if required.
- ✓ No cost for the customer.
- ✓ Premium admission process.
- ✓ No language barriers.
- ✓ Insurance company paperwork managed.

## GOALS

- ✓ Provide medical care for the customer as a sign of safety and trust.
- ✓ Develop a new "customer experience" concept; providing peace of mind for the Vincci Hoteles guest.

01

# HEALTH CARE PROCESS

- ✓ The leading hospital group in Spain and Europe, with more than 50 hospitals and 80 medical centres, and a prestigious medical directory.
- ✓ It offers a complete medical service in Spanish hospitals, through the G24 multilingual call centre. 24/7.
- ✓ It simplifies the admission process, removing language barriers and dealing with paperwork for patient insurance, therefore providing a quick and high-quality service to the Patient.

1.

Calls taken at the  
multilingual call  
centre 24/7

**+ 34 901 123 456**

2.

The medical services are  
informed to provide  
assistance in the shortest  
possible time  
(in person or online)

3.

After the in-person  
medical visit, G24  
manages the  
paperwork.

4.

If the Patient needs it, they  
will be transported by  
ambulance and personally  
received at the hospital's  
emergency department  
with a premium service.

02

# WHO IS QUIRÓNSALUD?

- ✓ Quirónsalud is the leading hospital group in Spain and, following the merger with Fresenius (Helios), the largest hospital group in Europe.
- ✓ It has more than 60 years of experience in personal health care and well-being.
- ✓ It has all the medical specialities to offer comprehensive care to each patient.
- ✓ Its national network comprises more than 100 hospitals, institutes and medical centres spread across 13 Spanish autonomous communities. Internationally, it operates in Dubai, Lisbon, Colombia and Peru. The Helios Group has 113 hospitals throughout Germany.
- ✓ A large team made up of more than 40,000 professionals.
- ✓ They have the most advanced medical technology.

# 03

# MAP OF HOTELS AND HOSPITALS



In addition, they currently have a large network of hospitals in other countries:  
5 in Colombia, 1 in Peru, 1 in Dubai and a fertility clinic in Lisbon.

04