

VINCCI  CARE

VINCCI HOTELES TAKES CARE OF YOU

[vinccihoteles](https://www.vinccihoteles.com)

Vincci Hoteles presents **VINCCI CARE**, a hallmark of outstanding quality that operates under a single message: "Vincci Hoteles takes care of you", which sums up the hotel chain's commitment to offering trust through the care and well-being of its guests and staff, respecting to the utmost degree the type of stay that each guest wishes to have.

**VINCCI CARE** encompasses all the measures that the hotel chain had already developed and implemented during its nineteen years of history relating to hygiene, sustainability, social commitment, technology and guest well-being; and all those that are now being implemented to respond to the current situation, with the aim of providing maximum trustworthiness.

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# WE TAKE CARE OF OUR GUESTS

# 01

At Vincci Hoteles, we are working on an **internal action plan** for the entire chain, which strengthens the high standards of hygiene and quality that we already had in place. A plan in which standards are raised even further by creating demanding protocols that enable guests and employees to be cared for, meeting the new challenges in these areas.

## LINES OF ACTION

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- ✓ High standards of hygiene and safety.
- ✓ Maximum quality in facilities and services.
- ✓ Fire protection systems and emergency plans.
- ✓ Pest control.
- ✓ Sanitary cleaning.
- ✓ Water treatments.
- ✓ Hygienic and bacteriostatic units.
- ✓ Access systems and CCTV.
- ✓ Health and food analysis control.

## ADDITIONAL LINES OF ACTION

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- ✓ Increased safety and health standards.
- ✓ Demanding protocols that offer a safe stay without compromising on quality standards.
- ✓ New ways of interacting with guests.
- ✓ Redistribution of spaces.
- ✓ New cleaning protocols.
- ✓ New services.
- ✓ Increased food safety.

# WE TAKE CARE OF OUR GUESTS

# 01

We are working 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 and to the current situation, thus **improving their travel experience**.

## SAFETY AND MONITORING

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- ✓ Selection of certified suppliers.
- ✓ Body temperature monitoring.
- ✓ Specialized hygiene and cleaning audits.
- ✓ New protocols with suppliers of incoming goods.

## WORK ORGANIZATION

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- ✓ Modification of hygiene and safety procedures.
- ✓ Creation of specific protocols.
- ✓ Redesigning operations for improved safety.

## PROTECTION SYSTEMS

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- ✓ Personal protective equipment (PPE) for customers/staff.
- ✓ Supply of hygiene measures in communal areas.

## TRAINING AND INFORMATION

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- ✓ Ongoing training on COVID and safety.
- ✓ Customer safety information and recommendations.

# WE TAKE CARE OF OUR GUESTS

# 01

## CLEANING AND HYGIENE

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- ✓ Daily disinfection of textiles.
- ✓ Daily disinfection of facilities.
- ✓ Suitability of guest amenities service.
- ✓ Use of new, safer, and more hygienic materials.

## TECHNOLOGY

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- ✓ New tools reduce contacts and risks.
- ✓ Automation of guest actions to ensure reduced contact.
- ✓ Administrative improvement, reduction in waiting time.

## ADAPTATION OF F&B SERVICE

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- ✓ Operational reorganization of sales outlets.
- ✓ Distribution and adaptation of new spaces.
- ✓ Restricting of opening hours of sales outlets.
- ✓ Service - Zero contact - customer choice.
- ✓ Automation of processes.
- ✓ Design of new presentation formats.
- ✓ Disinfection of bedding, material, table linen.
- ✓ Redesign of gastronomical concept.
- ✓ New product formats.

# WE ARE TAKING CARE OF WHAT MATTERS TO GUESTS

# 02

In our hotel chain we are making a clear commitment to keeping travel excitement alive. At Vincci Hoteles, **we want to keep the will to travel** and discover the world going strong, but in a new way, adapted to the global context.

Our aim is to ensure that guests continue to enjoy the services of Vincci Hoteles while maintaining the highest quality standards.

## CARING ABOUT SUSTAINABILITY AND SOCIAL COMMITMENT

**By taking care of the environment,  
we take care of ourselves.**

Vincci Hoteles maintains its commitment and its sustainable business model:

- ✓ Minimizing impact on the environment and the local culture.
- ✓ Carrying out social work in the communities in which it operates.
- ✓ Choosing a lifestyle that is responsible with our environment and our travel planning.
- ✓ Complying with the strictest certifications: ISO14001, Travelife, Q for quality, Sicted.



## COMMITMENT TO WELL-BEING

Caring for the body and mind of our guests has always been another of the group's commitments, through:

- ✓ Healthy and sustainable gastronomy.
- ✓ Fresh local produce.
- ✓ Thorough supplier monitoring.
- ✓ Dishes adapted to any special food needs.
- ✓ Fitness offerings.
- ✓ Nammu Áreas Spa wellness line.



# WE TAKE CARE OF THE PEOPLE WHO TAKE CARE OF OUR GUESTS

# 03

**The people who take care of our guests**, our workforce.

A Vincci Hoteles trademark, our team of highly qualified and devoted professionals, that's used to following very demanding in-house protocols, is kept up to date, through **continuous training**, which is now expanded and reinforced due to the COVID-19 crisis and is all set for the reopening of our establishments:

## CONTINUOUS TRAINING

- ✓ Regulations.
- ✓ Certifications.
- ✓ Protocols.

As part of the chain's commitment, VINCCI CARE also takes care of them so that they can carry out their work with the utmost guarantees and, in turn, continue offering the highest quality service to travellers.

In short, Vincci Hoteles brings together under VINCCI CARE all the services geared towards the well-being of our guests, customers, and employees, and we strive to continue providing the best travel experience.

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