



CASTELL SON CLARET

CoVid19 Protocols & Procedures Our Commitment

Dear Guest & friends of the house

Please rest assured that we are working carefully to precisely implement all operational guidelines and procedures in line with the protocols laid out by local authorities to protect the health of us all. We are fortunate that Castell Son Claret's large estate and the countryside that surrounds us naturally allows for 'distancing'. In addition to recommended industry standards, we have initiated a number of our own new measures so that you can relax and enjoy your stay at Castell with the usual good feelings that a holiday in Mallorca brings.

Facilities & Services:

- You are kindly asked to ring the bell upon arrival at the gate to allow us to register and welcome you personally.
- Reduction of room and restaurant capacities to allow distancing.
- Generous distribution of sun loungers at the pool and throughout the estate.
- Personalised service at breakfast.
- Obligatory use of face protection by the team and guests in all interior public areas.
- Regrettably, Restaurant Zaranda will remain closed in 2020.
- Option to do a PCR COVID-19 test in the DFZ Medical Centre in Paguera before travelling home (€100 per person).

Extra Comfort & Special Amenities in 2020:

- Welcome amenity with personal hand sanitizer and face protection masks.
- Two-day cancellation period on all bookings 2020.
- Stay7 & Pay5 offer on all room and suite categories.
- Extended room and garden service offering with no service delivery fee.
- Half and full board option in Restaurant Olivera.

Should you have any questions or would like more information please do not hesitate to contact me or any team member.

Björn Spaude
Managing Director



Status: August 2020: This document will be adjusted in accordance with official guidelines for the CoVid19 pandemic.