



CASTELL SON CLARET

COVID19 PROTOCOLS & PROCEDURES



Dear guest,

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 as well as the strict Leading Hotels of the World brand standards 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 Son Claret with the usual good feelings that a holiday in Mallorca brings.

FACILITIES & SERVICES:

- You are kindly asked to ring the bell upon arrival to allow us to register and welcome you personally.
- 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 public areas.
- COVID-19 tests available in the multilingual DFZ Medical Centre in Paguera.

EXTRA COMFORT & SPECIAL AMENITIES IN 2021:

- Free cancellation up to 72 hours prior to arrival for all bookings 2021.
- Extended room and garden service offering with no service delivery fee.

PLEASE NOTE THE MOST RECENT COVID-19 PROTOCOLS WHEN VISITING MALLORCA:

- Wearing of protective face masks is mandatory in all public areas, except while eating or drinking.
- Maintain a distance of at least 1.5 metres from others not in your household at all times.
- In restaurants, bars or cafés, there is a limit of up to four persons per table, belonging to a maximum of two households.
- Please note there is currently a curfew throughout Mallorca and all residents and visitors must be home or back at their hotel by 10pm.
- All restaurants, bars and cafés have reduced seating capacity and must close by 5pm with the exception of restaurants in hotels which remain open until 10pm for the in-house guests only. In Castell Son Claret restaurant Olivera will therefore open for dinner until 10pm.
- Hotel bars have to close at 5pm. In Castell Son Claret room service will be available after this hour.
- Shops currently permitted to be open are required by law to close by 8pm.
- In all hotels, rooms may only be occupied by persons belonging to the same household.
- The public areas in spas have to remain closed at all times. Our spa Bellesa de Claret will be open for individual pre-booked appointments for the pool area, the fitness room and treatments. The opening hours for this service are 10am to 5pm.
- The outdoor pool will remain open until 5pm.

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

Björn Spaude
Managing Director



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