



CASTELL SON CLARET

COVID19 PROTOCOLS & PROCEDURES

Dear Guest,

As we all begin to experience the joy of travel once more, I want to assure you that we at Castell Son Claret continue to work carefully and precisely to adhere to all operational guidelines and procedures laid out by the local authorities here in Mallorca. In addition, we have implemented the strict Leading Hotels of the World brand protocols intended 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 so that we can register and welcome you personally.
- COVID-19 tests are available at the hotel. Please request at check-in.
- We offer free cancellation up to 72 hours prior to arrival for all bookings in 2021.

CURRENT COVID-19 PROTOCOLS WHEN VISITING MALLORCA:

- Wearing of protective face masks is mandatory in all inside public areas, except while eating or drinking.
- Wearing of protective face masks outdoors is no longer mandatory as long as a distance of at least 1.5 metres from others can be kept at all times.
- All restaurants, bars and cafés can now operate at 100% capacity outdoors with a maximum of 10 people per table. For indoor dining, the capacity is still at 50% with a maximum of six people per table.
- At Castell Son Claret, restaurant Olivera is open every day and restaurant Sa Clastra is open from Thursday to Sunday.

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

Kind regards

Björn Spaude
Managing Director

July 2021: This document will be adjusted in accordance with official guidelines for the CoVid19 pandemic.