

Dear Guest,

We would like to thank you for placing your trust in Hotel Arc La Rambla.

In the reopening of our hotel, our main focus will remain on the health, well-being and comfort of our guests and staff. Therefore, we would like to inform you that the hotel has prepared new health and safety protocols and trained the staff to avoid the risk of covid-19 infection.

Below, you will find a guide to these new measures, as well as some recommendations that we believe will be of your interest.

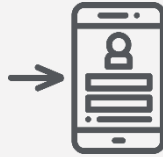
If you have any questions, please do not hesitate to contact us at info@hotelarclarambla.com.

BEFORE YOU ARRIVE



Pre-arrival information

With this document, apart from the additional information you may have found on our website and other online sites, we inform you about the new health and safety protocols. If you have any questions, please do not hesitate to contact us.



Check-in online

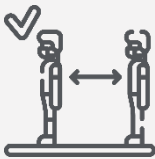
We would like to inform you that you can simplify the check-in process at the hotel by filling in the information we need in advance. We recommend this option, which will help us to reduce the waiting time at the hotel reception. Contact us for more information. [Click here](#)



Hotel transfer

We recommend the company Welcome Pickups for your transfer to the hotel, which will offer you a service adapted to the situation, with disinfected vehicles, minimum contact with the driver and prepaid service. [More information](#)

WHEN YOU ARRIVE



Safety distance

A safety distance of 2m is required in the common areas of the hotel. For this, we have installed a signaling system on the reception floor and a methacrylate screen on the front desk. The hotel has non-contact thermometers and reserves the right to take temperature measurements of guests.



Hand Hygiene

At the reception, as well as in other areas of the hotel, you will find a dispenser with a hydroalcoholic solution. Our reception team will ask you to clean your hands before checking in. In addition, you will be given a takeaway bottle with a hydroalcoholic solution.



Use of mask

The use of a mask is required in the common areas of the hotel. Our reception staff will provide one for each guest during the check-in. We recommend you to always take it with you when you leave the hotel, as its use may be required in some sites in the city.



Early check-in

We will offer you your room before the check-in time at no extra cost if it is clean and available. In case it is not, our team will offer you the option of storing your luggage.



Payment by card

If your room is not prepaid, we recommend you to pay by card. The TPV has been protected with a plastic cover that will be disinfected before and after each use.



Invoices by mail

If you would like a copy of the invoice, our reception team will offer you the option of sending it via email. This will reduce the use of paper and the risk of infection.

DURING YOUR STAY



Cleaning and disinfection

The cleaning and disinfection protocol for the hotel's rooms, common areas and staff area has been reinforced in terms of intensity and frequency. Ventilation, replacement of consumables and collection of waste bins have been increased.



Limited Capacity

There are capacity limitations in some common areas of the hotel, such as the reception area, the hall or the solarium. The capacity limit, indicated in each area, will help us comply with the safety distance.



Furniture and decoration

Some elements in the rooms and common areas of the hotel have been removed, such as furniture and decorations. These measures will help us to comply with the capacity limitation and will facilitate the cleaning and disinfection tasks.



Breakfast Service

The hotel will adapt the breakfast service to be able to maintain the safety distance and to make sure that the guests do not handle the food in the buffet. As long as we adapt our space, breakfast may be offered with a take-away option.



24 hour service

We remind you that our reception staff is available 24 hours a day for any questions you may have. If required, you can also contact them from your room by dialing 9 or by email to info@hotelarclarambla.com.



Contingency plan

In addition to the measures contained in this guide, the hotel has developed a Contingency Plan to reduce the risk of coronavirus infection (Covid-19) based on the recommendations of the authorities, which sets out the procedures and alternative instructions to normal operating conditions.

HOTEL ★★★

ARC LA RAMBLA

BARCELONA



BIOSPHERE
committed entity