

Key activities to protect health

New Extra Cleaning and Hygiene Measures

New cleaning equipment

Diversey has published new cleaning and disinfection protocols, including new cleaning equipment and products to be used from the arrival of customers until their departure in all touch points.

Special prevention plan

We have created a special prevention and maintenance plan for air conditioning, heating, refrigeration and water systems to guarantee air quality and the disinfection of terminal points and equipment.

Stay Safe Ambassador per hotel

An ambassador is appointed in each hotel to guarantee the implementation of the Stay Safe with Meliá programme.

Personal Protective Equipment

Specific personal protective equipment (PPE) and hygiene equipment. Training in food hygiene and health standards prior to opening for all employees.

Laundry procedures

A protocol has been defined for laundries for washing and collecting linen during the stay and after the customer's departure to avoid contamination.

Cleaning procedures

Customers can decide whether they want to use the cleaning service during their stay. Cleaning will always be done when the customer is out of the room.

Seals on rooms and meeting rooms

After disinfection of rooms and meeting rooms, they will be sealed until the guests enter the areas.

Elimination of paper and waste bin

All paper and stationery in the room will be eliminated and a digital directory installed on the TV and the Meliá APP. The bathroom waste bin will remain and must have a lid, double bag and non-manual opening system.

Elimination of items that are dry cleaned

Decorative items that do not comply with new cleaning protocols (washing at more than 60°) will be eliminated. Example: cushions, plaid, etc.

Dispensers and prevention kit

Hydroalcoholic solution dispensers for hand cleaning will be placed in public areas. Mask and gloves are available for customers' use in some designated areas.

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New Personal Space: Social Distancing

Pre-arrival information

Before customers arrive, they will be informed and told about all the measures being taken and what their stay will be like. This information will be available and updated on melia.com

New signage system

A new signage system to inform customers and indicate how spaces will be used and the need for social distancing.

Protective screens

Installation of protective screens in reception, desks and some dining room areas.

Training courses

New experiences: training courses to connect with customers in their new personal space. Focus on wellness.

Person responsible for customers' emotional well-being

Transformation of the Guest Experience Manager to enable management of emotional aspects of customer relationships due to the situation created by Covid.

Capacity reduction

There has been reduction on the spaces capacities in restaurants, meeting rooms to guarantee social distancing and personal space.

Market-style and assisted buffet service

Two new procedures have been put in place: in some hotels the chefs and waiters directly served the customers, while in others our staff assist them by providing single used disposable gloves or individual tongs.

In room dining and takeaway-meal services

Room service is still available in every property following the new standards; in addition, some hotels do offer a takeaway service allowing customers to enjoy their food wherever they wish.

Virtual site inspections

In some hotels Spacious has been implemented as a diagramming tool to design new room capacities and set-ups for the MICE segment and also allow virtual site inspections.

My room, my temple

New Covid-19 Cleaning Processes

Maximisation of cleaning standards prepared by **Diversey** including new equipment and products.

Cleaning equipment with personal protective equipment.

Additional protocol with authorised viricidal products in deep disinfection areas.



Sealing the room between stays by different guests by the cleaning staff. Removal of all stationary.

Removal of items requiring dry cleaning (cushions, plaids).

Cleaning services every day unless not wanted by the guest.

À la carte minibar. In some hotels the minibar is refilled per stay, being fully sanitized after checkout.

10 Deep Cleaning and Extra Disinfection Areas

