RULES FOR THE COEXISTENCE AND OPERATION OF SERVICES FOLLOWING THE APPLICATION OF PREVENTIVE MEASURES FOR CONTAINMENT OF COVID-19

GRAND HOTEL CALLAO

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From GRAND HOTEL CALLAO we work thinking about the safety and well-being of our clients which is why we ask you for your cooperation and commitment to respect the following special rules of coexistence and prevention measures for COVID-19 contagion.
Use the internal face of the elbow to cover your nose and mouth when coughing or sneezing or use a disposable tissue and clean your hands after.

Please clean your hands often, especially when accessing the spa area. You will find sanitizing gel at the entrance.

Avoid touching your mouth, nose or eyes.
Avoid physical contact such as kissing and hugging when greeting someone.

Use the bins with lids that are located in different points of our facilities.

Respect social distance with people out of your family or cohabitation, keep a safe distance from our staff.

If you might suffer any symptom compatible with COVID-19, don’t access our installations.

Please respect and follow our indications about routes to follow or safety distances.
Please respect the limited number of people allowed in bathrooms, changing rooms, frigidarium, footbath, hot and cold whirlpool area, flotarium, whirlpool, and shower circuit.

At the entrance of our installations you will find a disinfection mat. We kindly ask you to use this one to disinfect your shoes: just next to it you will find a drying mat to be used after the first one.

Some facilities will remain closed until further notice from the Spanish Ministry of Public Health, such as the steam room, Roman bath, sauna and the relaxation room.

The spa circuit and also the esthetic treatments or massages will have to be booked in advance at the Spa reception.

Fitness: to enjoy the gym facilities you must simply book at the reception of the spa reception.

Upon arrival our spa staff will measure your body temperature in order to assure an epidemiological traceability of COVID-19 just as recommended by the Spanish Health Service.

As a prevention measure against COVID-19 we kindly ask you to use soap and water when using our changing room’s shower before entering the common areas of our spa centre.
The use of bathing shoes and a bathing cap are mandatory to access our common areas of the spa centre. The establishment will have these items on sale.

We kindly remind you that smoking is not allowed within the hotel installations.

We recommend to realize the spa circuit within maximum 60 minutes.
THANK YOU FOR HELPING US ENJOY A SAFE HOLIDAY

Our staff is at your disposal to provide you with the information you need

GRAND HOTEL CALLAO reserves the right to amend the hours of service on the basis of internal operating grounds and to comply with the amendments to the existing regulations