



LUXURY RETREAT & RESTAURANT

Reopening protocol

Ca's Xorc Luxury Retreat & Restaurant has developed this action protocol to ensure a safe environment for our guests and employees in the process of "New Normality" and the return to our activities after COVID-19.

We thank you in advance for your understanding during this transition period, should the services we provide not be at our usual level. Out of a sense of responsibility towards our employees and their families, our staff will be reduced to the bare minimum for a while.

BEFORE YOUR ARRIVAL

ONLINE CHECK-IN

We have a [check-in service](#) which is accessible on our website. It allows you to send us all the necessary documents in digital form before your arrival, so that as few paper documents as possible must be exchanged.

TEMPERATURE/SYMPTOMS

For the benefit of all and out of responsibility to both our guests and our staff, we measure your temperature on arrival to rule out any possible symptoms.

CLEANING AND DISINFECTION

Ca's Xorc provides hydro-alcoholic gel in all public areas so that you can disinfect your hands at your arrival and every time you enter the house.

Ca's Xorc

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SAFETY DISTANCE/MASK

During your stay at Ca's Xorc please always keep a safety distance of 1.50 meters. If this is not possible, it is necessary that you wear a nose and mouth cover. The use of the mask is mandatory at all times.

CONSUMPTION OF TOBACCO AND SIMILAR PRODUCTS

Smoking is not allowed on public roads or in open or public spaces.

OUR OPENING HOURS

HOTEL: 24 hours

RESTAURANT: Breakfast: from 8.00h to 11.00h.

Lunch: Friday to Sunday from 13.00h to 15.00h.

Dinner: from 19:00h to 22:00h. Mondays closed.

RECEPTION

PRIOR RESERVATION

All hotel and restaurant reservations must be announced and confirmed in advance by telephone or in writing. We are happy to help you:

+34 971 63 82 80 | stay@casxorc.com | www.casxorc.com

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During your stay at Ca's Xorc, our staff take care of your enquiries as usual, always respecting the security protocols and measures established by the authorities. We kindly ask for your understanding.

Please note that only **6 PERSONS** including our staff are allowed in the reception area. Please respect the safety distance of 1.50m and the use of the **MASK** at all times.

To ensure that our receptionist can serve you safely, we have installed a **SEPARATORY WALL** there.

PAYMENTS

Please pay preferably with a contactless credit card or online. Please avoid cash whenever possible. The terminals are disinfected after each use.

LUGGAGE

Until further notice, hotel staff are not allowed to bring guests' luggage to the rooms.

PARKING SERVICE

We are also not allowed to offer you this service until further notice.

REMAIN PERSONALLY PROTECTED

We have a personal **KIT** with two masks and hydroalcoholic gel available for purchase on request, please ask at the reception desk.



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ROOMS

CLEANING AND DISINFECTION

Before your arrival and after each departure your room will be meticulously disinfected by our room service. They have been specially trained and have the prescribed products to carry out this work with care.

In accordance with hygiene regulations and to avoid major risks, the equipment and decoration of the rooms is limited to the essentials.

If you need anything more than what we have arranged for you in your room, please contact reception. We will be happy to make it available to you for the duration of your stay.

Our room service cleans the room daily and only if you are not present. The necessary security measures are observed. Our staff is properly equipped with individual protective equipment.

The room must be ventilated daily. It is important that you help us with this task. Remember that in some of our rooms the air conditioning is automatically switched off when the windows are open. Our room service will open the windows daily to ensure proper ventilation.

As required by the hygiene regulations, we only leave the waste baskets of the bathrooms with lids that can be opened with the help of a pedal. We also use plastic bags to hermetically seal the contents. There are no more open wastebaskets.

The bed linen is changed in a scheduled manner. We wash the bed linen at a temperature between 60 and 90 degrees.



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TEMPERATURE/SYMPTOMS

Remember that **in case of symptoms** that could be related to the **corona virus**, you should **immediately** contact our receptionist by phone without leaving the room. We will take immediate action and proceed according to the prescribed measures.

RESTAURANT

CLEANING AND DISINFECTION

Before your arrival and after each service, our waiters are responsible for disinfecting your area. They are trained accordingly and have the necessary products to carry out this task with care. In accordance with hygiene regulations, we have left only the essential items on the tables. This way larger risks can be avoided. If you need something more than what we have arranged, please contact us. We will be happy to make it available to you.

BEFORE VISITING THE RESTAURANT

We ask you to arrive 15 minutes earlier than your reservation so that the cleaning and disinfection protocols can be followed. Please do not simply take a seat, wait until you are guided to your table.

DURING YOUR VISIT TO THE RESTAURANT

A member of our team will bring you to your table so that safety and hygiene measures can be ensured.

ALLOWED CAPACITY

A maximum of 25 people is allowed in our indoor restaurant and 25 people in our outdoor restaurant, sitting together in groups of maximum 10 people.

OUR PREFERENCE

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It is not allowed to move chairs and tables. Only our waiters may do this keeping the necessary safety distances between tables.

DISTANCE CONTROL

Es ist nicht erlaubt, Stühle und Tische zu verschieben. Das dürfen nur unsere Kellner und zwar unter Einhaltung der notwendigen Sicherheitsabstände.

MENUS

You can consult the menu by scanning the QR code with your mobile phone. We have also established a breakfast menu that replaces our buffet.

EXTRAS AND SPICES

If you want additional spices or other extras, please ask a waiter. Self-service is not allowed for security reasons.

MEASURES FOR THE PROTECTION OF THE STAFF

The staff of our restaurant takes care of the observance of all prevention rules, both in terms of personal cleaning and disinfection and in terms of the application of the individual protection we have provided for this purpose.

COMMON AREAS & OTHER

TOILETS

All baths are cleaned and disinfected at least twice a day. Depending on the occupancy, the sequence is increased.

POOL AND WHIRLPOOL

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The use of sun beds is permitted. The water of the pool is checked daily to ensure its optimal condition. Please respect the positioning of chairs and sunbeds, only in this way can the safety measures established by the health authorities be guaranteed. At each change, the pool furniture in both areas is cleaned and disinfected. Please leave your used bath towel on the floor as a sign that we can disinfect the sun lounger you are using.

REGULAR CLEANING OF WORK CLOTHES

All uniforms of the hotel staff are cleaned daily at temperatures above 60 degrees.

FILTERS AND AIR CONDITIONERS

All air conditioning systems in the hotel have been disinfected to keep them clean and prevent infection.

SPECIFIC TRAINING

All employees are specially trained in the prevention of COVID 19 and have up-to-date information on the pandemic that they can provide at any time.

GENERAL AND URGENT RECOMMENDATION

- Cover your nose and mouth with a handkerchief if you cough or sneeze, or with your elbow if you don't have one, and wash your hands immediately afterwards.

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- If you have any of the symptoms that indicate **corona virus** (fever, dry cough, difficulty breathing), immediately call the reception desk so that they can call a doctor.