valhotel

PROTOCOL FOR ACTION IN TOURIST ACCOMMODATION IN THE VALENCIAN COMMUNITY IN THE EVENT OF DETECTING CLIENTS WITH SYMPTOMS COMPATIBLE WITH COVID-19

Our establishment is part of the tourist sector, one of the main industries in our country.
To avoid a risk of transmission among our customers, coordinate a specific protocol for action in the event of COVID-19 cases in tourist accommodation.
Strategy for surveillance and control of COVID-19 after the acute phase of the pandemic.

End of compulsory home isolation for people diagnosed with COVID-19 and close household contacts of confirmed cases.
Management of COVID-19 compatible cases among clients in tourist accommodation.

Management of clients with symptoms compatible with COVID-19, confirmed cases with mild symptoms and close household contacts.
It is not the role or responsibility of the establishment to judge symptoms or assume illness. Action will only be taken on the basis of the information provided by the client.
In the event that a client requests information on how to act in these cases, the following information will be provided by the appropriate means.

1 CONDUCT TO BE FOLLOWED BY THE CLIENT:
- Minimise social contacts, make constant use of the mask, frequent hand washing during the 10 days following the onset of symptoms, avoid contact with vulnerable people (over 60 years old, immunocompromised and pregnant) and avoid participation in events (animation).
- In case of vulnerable people with compatible symptoms, seek medical attention for diagnostic tests.
- In case of presenting seriousness criteria or poor evolution (dyspnoea, fever over 38ºC for more than three days) contact your doctor or the health system, observing in any case all personal measures to control transmission and using, if possible, a private means of transport in the event of travel.

2 MEASURES IN PLACE IN THE TOURIST ACCOMMODATION
Customers shall be informed of the measures in place to facilitate compliance with the recommended behaviour by the persons concerned.
- Restrictions on access to the cafeteria, dining room or show rooms in enclosed spaces where food and beverages are consumed.
- You will be offered room service for contracted meals.
- You will be served at a table.
- You will be offered a different timetable to the rest of the diners.

3 OBLIGATIONS OF TOURIST ACCOMMODATION TO POSITIVE COVID-19 CUSTOMERS

IF THE CLIENT REQUESTS IT

The establishment will facilitate:

- Prolongation of the stay if necessary, if the customer's return to their usual place of residence is by public transport. (The extension of this stay will be at the client's expense).
- The separation to other rooms of cohabitants without symptomatology, as long as the occupancy allows it and the client requests it. (The extra cost will be charged to the client).
- To provide the client with room service to allow and guarantee isolation.

The extension of these services does not imply that they are free of charge, and the establishment will decide the pricing policy in each case, always within the established rates.

4 ROOM SERVICE IN ACCOMMODATION UNITS WITH GUESTS AFFECTED BY COVID.

The following measures may be implemented:

- Internet access and TV will be provided in the room.
- It will have natural ventilation to the outside.
- Means will be provided to collaborate with the daily cleaning.

Daily cleaning service

Staff employed to access the accommodation units concerned, whether for cleaning or maintenance, shall be provided with personal protective equipment. They shall wear gloves and masks.

The room shall be cleaned once a day.

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