



Our principles for your health



R2 Hotels has always worked to take care of all the environments of our hotels and apartments, in terms of hygiene, safety and health, and in the times that we live with the Covid19 we will further strengthen all actions to mainly care for our guests, employees, suppliers and other partners that are part of our family.

Our improvement in the form of collective care will be present, now and always, in our new protocols focused on the care of all of us who live at R2 Hotels. The actions that we will take in our common spaces, rooms and swimming pools will always be so that the experience of your time with us continues to be the most spectacular possible, and that we maintain leadership in treating our clients, wherever you can find us.

Since our inception we have had companies certified in the management of sustainability and food safety. And it is with them that we continue to count on this new stage of control in an environment affected by Covid19. And now we will work with them so that the measures to be implemented are as safe as possible, and also allow a guaranteed experience for our guests, all from before arrival at the hotel, such as during your stay with us and the enjoyment of our common areas, and until the moment of your departure.

ECOLAB

GYD
asesoria sanitaria
cuando el control es necesidad

QMV

 **CENTRO MEDICO
JANDIA**
DOCTOR · ARZT
DESDE 1987

 **CAVAS CATALANAS S.L.**
meprolim

We´d like you to put aside the normal worries that this disease has created in our environment, and to feel that being at R2 Hotels now is how you have always felt, happy and looked after.





Our Commitment

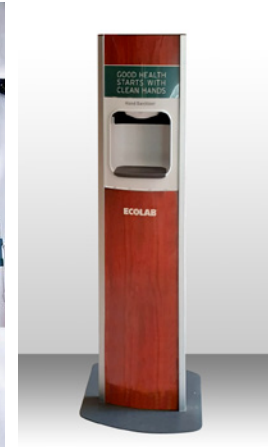
ACTIONS TO IMPLEMENT



Safe environment

We have converted our hotels and apartments so that your experience with us continues to be excellent and you only care about your well-being.

- Certificate: National certification for all health and sanitary purposes, as well as environmental sustainability Compliance with official Spanish and WHO regulations regarding health safety recommendations.
Safe and controlled accesses to hotels for employees and suppliers.
- Centralized medical service 24/7 and with daily medical visits from Monday to Friday in our establishments.
- Control of all goods and products that arrive at hotels, promoting local and sustainable provenance.
- Food of known origin with sanitary registration, with the security of a controlled and certified traceability.
- Dedicated, trained and equipped personnel with all the hygiene and protection measures. These measures are applied from the moment of arrival at the hotel and apartments, as well as during the stay in our facilities.
- All our hotels and apartments will have rooms prepared and planned to deal with any medical incident.





Hygiene procedures

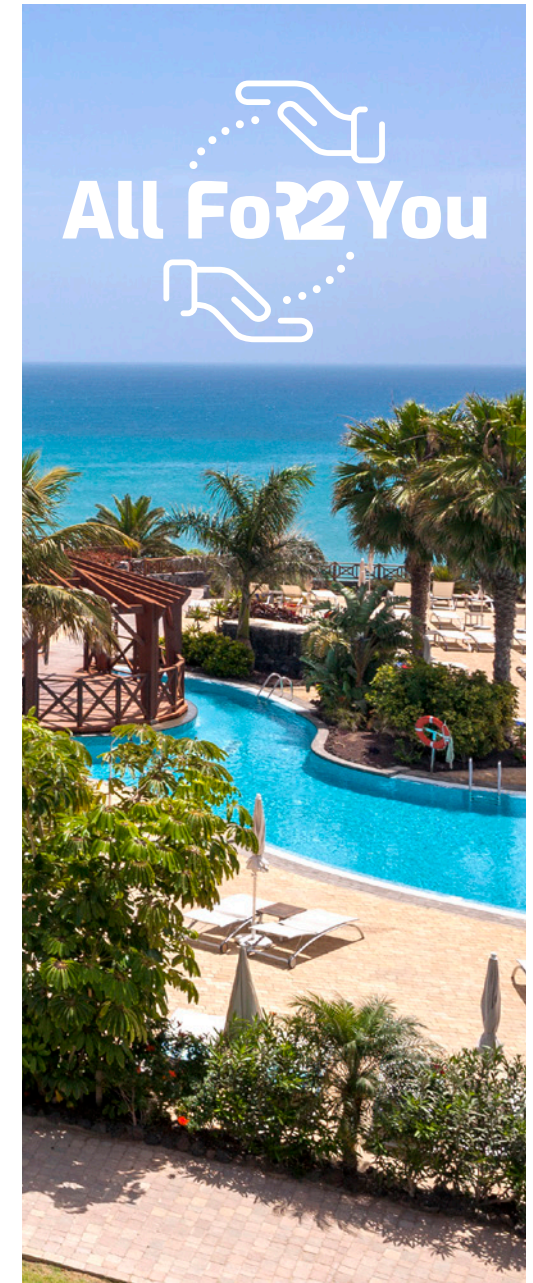
- Creation of a new figure in our staff: Hygiene Supervisor, who will be responsible for monitoring all the disinfection control processes and cleaning all areas of our hotels and apartments.
- Exchange of current hand soaps and room cleaning products for others of hospital-grade quality.
- Cleaning procedures and air renewal in critical areas and / or difficult to access for our staff.
- Registration and control of the cleanliness and hygiene of the common areas, visible to all people.
- New procedures to improve natural ventilation, both in rooms and in the restaurant areas.
- Review and certification of air conditioning systems for rooms, meeting rooms and restaurants.
- Placement of new hydroalcoholic gel dispensing points in the access to all high traffic areas of our facilities.
- Use of certified industrial laundry for all our clothing, linen and tablecloth items, under hospital safety criteria (cleaning in water at more than 80° C among others).

Specific and individualized control audits will be carried out for each of our hotels and apartments, prior to reopening, reducing the frequency of risk controls by the companies in charge of said supervision.

Our social common areas

The large open spaces of our hotels in Fuerteventura, and the advantage offered by our apartment complexes in Fuerteventura and Lanzarote will make our common areas continue to be a benchmark in customer satisfaction, but we will also have to adapt our pool and solarium areas, as well as sports areas, to create the new social space that we must offer.

- Relocation of sunbeds and umbrellas in the pool and solarium areas, respecting the distance of 2 meters between each of them. Offering you more relaxation and more security.
- New signage to achieve a circulation of our clients and employees, avoiding queues and crowds.
- At R2 Hotels we offer you large swimming pools with all the safety and hygiene controls, with daily water quality records.
- We remind you that all the hotels and apartments of R2 Hotels in the Canary Islands are in front of wide and safe beaches.
- New buffet areas, more spacious and comfortable.
- Separation with safety distance, on all tables in our restaurants and terraces.
- We will promote the prior reservation of the tables.
- We will promote room service, so that your experience is more intimate and comfortable.
- New entertainment experiences, with an emphasis on outdoor activities, taking advantage of the wide spaces of our hotels and apartments.
- Delivery of individual material for our smallest clients, which allow them to play with greater safety and hygiene. We will make our little guests know how to apply hygiene and protection measures, so that they can share it with their parents.





New F&B protocols

We are going to adapt our menus and bar service to enhance the quality of the products we offer, as well as to reinforce food control actions,

- For our most sensitive guests, we will enhance the ordering and collection service, as well as the room service, through safe delivery and without personal contact.
- Assisted buffet service with safe distance measures to avoid food handling and high contact surfaces.
- Improve food handling for greater general hygiene in all services.
- Extension of our opening hours, so that all our clients can enjoy their experience without haste.
- Table reservation service, with distance control and staff assignment for your food and drink orders.
- Promote the purchase of local and quality products, improving the economy of our region.
- Elimination of products for shared use, such as oils, vinegars, salt and pepper, moving to single-dose units to maintain greater safety and hygiene.
- Cleaning and disinfection of all our dishes and glassware under the security levels adapted to the standard against Covid19.

Innovation

We will improve the experience of managing your holidays with the implementation of new digital control systems for reservations, and the services of our hotels and apartments.

- Possibility of checking-in up to 72 hours before arrival. Confirmation of your own room from your mobile device.
- Multimedia information services, with screens at the entrance of each restaurant areas.
- Possibility of managing your table reservation from your mobile device.
- QR code in different areas of the hotel, so you can access all the information and services we offer at R2 Hotels.
- New informative TV channel in the rooms. With the information of all our services and schedules.
- We promote the use of credit cards to minimize cash handling, avoiding the risk of transmission with employees and customers.
- We act more in our "paperless" policy, delivering the copy of your invoice by email.
- We also apply this "paperless" philosophy to our daily work, reducing the delivery of paper invoices and documents, both for customers and suppliers.





All For2 You





R2 hotels is an original Canarian hotel chain originating from the island of Fuerteventura and currently has 8 tourist facilities. the hotels and aparthotels are spread over the islands: Fuerteventura, Lanzarote and Mallorca.

But what really makes R2 Hotels unique are the different styles of hotels, from colonial to very modern, from family friendly to adult only and regional culinary specialties.

Also, for exclusive events, congresses, weddings etc. R2 hotels offers spectacular settings to make all these moments unforgettable.



FUERTEVENTURA

 **Río Calma******
Hotel & Spa & Conference

 **Pájara Beach****** All Inclusive
Hotel & Spa

 **Bahía Playa****** only adults
Design Hotel & Spa

 **Romantic Fantasia Suites****** only adults
Design Hotel & Spa

 **Romantic Fantasia Dreams****** only adults
Design Hotel & Spa

 **Maryvent**
Beach Apartment

LANZAROTE

 **Bahía Kontiki******
Beach Aparthotel

MALLORCA

 **Bahía Cala Ratjada****** only adults
Design Hotel & Spa