



WORKING IN THE "NEW NORMAL"

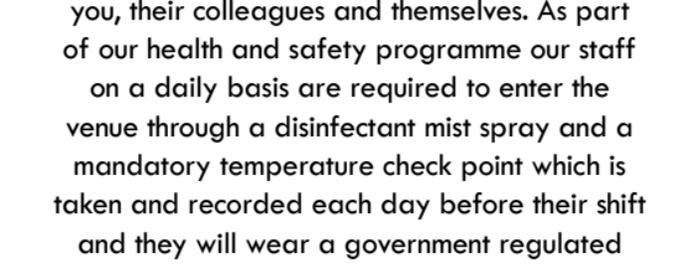
We have worked very hard to adapt our business model to facilitate our wonderful venue to co-exist within the current climate to enable us to offer you our unique and lavish outdoor daytime experience while still taking health and safety extremely seriously and promising to provide a safe environment for both staff and guests.

PREVENTION MEASURES



We are fully in compliance with recommendations from local health officials and have implemented multiple safety and hygiene policies so you can enjoy your day with confidence knowing we have your safety in our highest priority.

All of our protocols and measures have been approved by a specialist risk assessment company (OLKA) as well as on site emergency staff doctors to ensure the highest of safety, sanitation, food handling and employee training standards.



OUR TEAM

We pride ourselves on our amazing team who are not only there to ensure you enjoy your day to the optimum but they are also fully committed to creating a safe environment for you, their colleagues and themselves. As part of our health and safety programme our staff on a daily basis are required to enter the venue through a disinfectant mist spray and a mandatory temperature check point which is taken and recorded each day before their shift and they will wear a government regulated mask at all times.

Our team will only change in to their uniform once inside of the venue to ensure no outside contamination.

In addition a company decision was made to ensure each member of staff was given a covid test to confirm a negative result before beginning their contract and they have all attended training from specialist doctors.



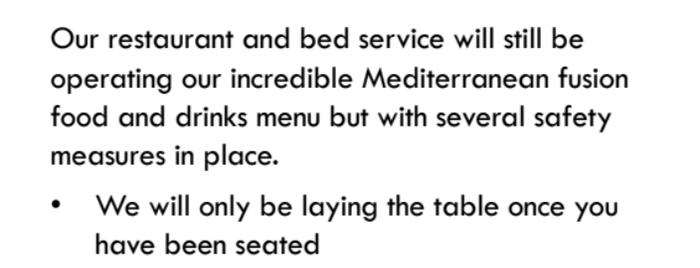
VENUE

We are fully complying with current government rules and regulations regarding capacity. This regulation means guests must have an advanced bed or restaurant reservation to be able to enter the venue.

We have reconfigured the placement of all reserved beds and areas to provide safe social distancing patterns and you can enjoy your day without a worry.

Although sometimes you may feel the urge to dance but let's keep things sensible this year and enjoy some relaxing times on a bed with waiter service instead as there will also be no bar service.

There will also be hand sanitisers distributed across the venue to enable you and our staff to keep your hands nice and clean throughout the day.



CLEANING AND HYGIENE

The venue will have a greater frequency of cleaning on a daily basis with a specific focus on the toilets which will be disinfected on an hourly basis.

The internal areas of the venue will be disinfected every night with an ozone cannon after the doors close.

Food utensils will be cleaned at 80 degrees and towels and bed covers will all be washed at 60 degrees.



RESTAURANT AND WAITER SERVICE

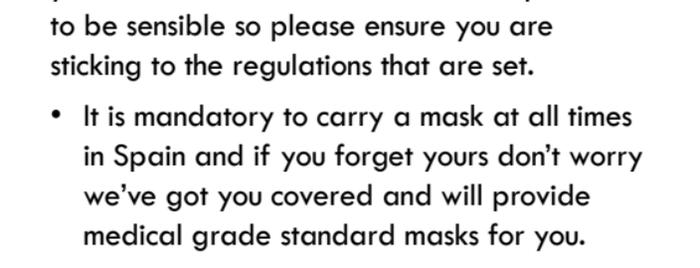
Our restaurant and bed service will still be operating our incredible Mediterranean fusion food and drinks menu but with several safety measures in place.

- We will only be laying the table once you have been seated
- There has been a removal of any unnecessary decorative elements to eliminate cross contamination.
- Menus will now be digital via a QR code or for those that still prefer a physical menu we also have one use options available.
- To limit cash handling we are offering contactless payment systems throughout the venue.



POOL

Our pool is kept at recommended and necessary standards of chlorine and bromine to ensure elimination of bacteria and viruses. We will also be ensuring the necessary capacity levels for the pool of 75% will be adhered to and will be managed by a lifeguard at all times.



NEW TEMPO EVENTS

To ensure we can still provide you a beautiful venue underneath the Mediterranean sunshine we have had to make some temporary changes to the tempo of our events.

You will still find your favourite brands providing some of their signature sounds on our daily calendar but please be aware that this will be at a very different version to what you are used to. 2020 is a summer where we all need to take the opportunity to unwind, relax and enjoy some of the simpler things and we hope that you understand why we need to act responsibly by providing a new slower style of event.

WHAT YOU SHOULD BE DOING

Now we've talked about us, let's talk about you! It's nice to be nice but it's also important to be sensible so please ensure you are sticking to the regulations that are set.

- It is mandatory to carry a mask at all times in Spain and if you forget yours don't worry we've got you covered and will provide medical grade standard masks for you.
- We will require for you to enter through our mandatory disinfectant mist spray before we allow you in to the venue.
- Please make sure you frequently wash your hands – for your own protection as well as others.
- Please refrain from standing up and moving around too much as this is considered as a risk in these current times so we urge you to remain seated at your beds as much as you can and please remember in Spain it is necessary to keep a 1.5 metre distance from other groups.