

Welcome to Park Hotel San Jorge and thank you for choosing us

We would like to offer you all the information you may need in order to make your stay more comfortable.

The most important thing is the welfare of our guests and our staff. The Park Hotel San Jorge accomplishes all the regulations and guidelines regarding hygiene, risk prevention and safety issued by the Spanish Ministry of Health.

On January 4th, the Catalan government has decided to apply more restrictions in order to fight against COVID-19. These new restrictions will apply from 7th to 17th January included. The most noted restriction is the municipal confinement.

Due to these restrictions, we offer the following services:

- Accommodation (*all rooms in the Belladona, Mar, Mirador, Family Suite and Supreme Suite categories have sea views and a balcony to make your stay more pleasant and relaxing*).
- Breakfast: It is an assisted buffet where our staff will serve you anything you want from our assortment. During the check in it is mandatory to book the time zone. **Breakfast room is open only from 08.00 to 09.15h according to the actual restrictions.**
- Terrace with sea views (*furniture has been rearranged to ensure safe distances between tables*).
- Common indoor areas (*respecting the security distances*).
- Fitness room: available from 08.30h a.m. to 7 p.m. It must be booked in advance at the hotel reception and costs 5€ per hour. Reserved exclusively for family units.

The following services are currently not available:

- **Mar Brava restaurant:** Currently our restaurant is closed, and we don't offer lunch and dinners. Our front desk staff will be able to recommend you some restaurants which can offer the delivery service.
- **Mar blau bar:** Our bar is also closed. A vending machine is available at the lobby. We also offer a complimentary coffee machine.

- **Spa:** both spa circuit and massages
- **Cloakroom** (with the aim to avoid the contact with the luggage of the other guests)
- **Swimming pool**
- **Room service**

It is important to highlight that Catalunya has applied a **curfew**, and it is **forbidden to go out on the street from 10pm to 06am**.

Our commitment to cleanliness and disinfection

Standards of hygiene, cleanliness and disinfection are one of our priorities and we are introducing additional measures to ensure the safety of our guests and staff.

- **Hand sanitiser gel** is available in transit areas and parts of the premises used frequently by guests and staff.
- **Rooms:** rooms are cleaned and disinfected after guests leave and before the arrival of the next guest, special attention being paid to surfaces which are touched frequently.
We have also reduced the amount of fabric in rooms and eliminated bathroom amenities (these are available from Reception) and some decorative items.
- **Public spaces:** these spaces are cleaned and disinfected more frequently, special attention being paid to the reception area, lifts and lift buttons, door handles, sanitiser gel dispensers and room keys, among other items.
- **Training:** all staff have received training in procedures to deal with Covid-19 and the relevant hygiene protocols.

Our commitment to safety

Some of the implemented measures are as follows:

- Distance indicators have been installed to ensure that the minimum safety distance is respected and prevent concentrations of people in busy areas.
- All our employees have the necessary PPE. Assessments of occupational hazards have been carried out to ensure it is suitable.
- Guests are encouraged to use cards to pay.
- Floor and maintenance staff will only provide service when guests are not in their rooms.
- Procedures are in place to deal with any cases in which an employee or a guest develops symptoms related to Covid-19.

We will like to also inform our guest that it is **mandatory to use the mask** in all the hotel (interior and exterior areas), except when consuming food or drinks

What will you find in our rooms?

We have prepared our rooms based on a new nude concept. We have reduced the non-necessary elements of our rooms, which have been cleaned and sanitized in-depth.

- We have moved the extra pillows away
- We have emptied the minibars
- We have moved the kettles away
- We have moved the amenities away
- We have covered the tv remote control with a plastic bag that is changed for every customer

If during your stay you wish to have some of these items, you just need to call us at the front desk (telephone number: 1305) and we will bring them to your room.

Telephone and addresses of interest:

- Platja d'Aro First Aid Center (CAP)
Avinguda Castell d'Aro 55
17250 Castell – Platja d'Aro
Telf: +34 972 82 71 22
- Palamós Hospital
Carrer Hospital 36
17230 Palamós
Tel: +34 972 60 01 60
- Catalan Health Service: 061
- Emergency phone number: 112
- Calonge Municipal Police : +34 972 66 03 27