Dear Guest,

The top priority of the entire team of Hotel Verol is your safety in your next holidays in Las Palmas.

For this reason, we have defined some action and prevention protocols to ensure the health and well-being of our guests, employees and collaborators in our hotel.

All the protocols and safety and hygiene measures follow the recommendations of the WHO and have been developed in conjunction with Bureau Veritas and Previs Risk Management Ltd, leading international companies in hygiene and health, in order to guarantee the best implementation of the measures and inspire in our guests the greatest possible confidence.

<table>
<thead>
<tr>
<th>Staff</th>
<th>Front Desk</th>
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</table>
| • Training for all staff on hygiene and prevention measures.  
• Temperature controls.  
• Staff equipped with PPE. | • Fast check in and check out.  
• Protection screen.  
• Prioritization of payment by contactless credit card.  
• Key Disinfection. |

<table>
<thead>
<tr>
<th>Rooms</th>
<th>Restaurant and common areas</th>
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</table>
| • Deep cleaning of rooms and increased frequency of disinfection of surfaces with greatest contact. | • Limited capacity.  
• More frequent cleaning of public areas.  
• Prioritization of table service.  
• Hand sanitizer points. |

<table>
<thead>
<tr>
<th>Laundry</th>
<th>New hygiene and safety protocols</th>
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</table>
| • Daily cleaning at >60º temperature.  
• Disinfection with virucidal products authorised by the Ministry of Health. | • Global Safe Site Certification by Bureau Veritas.  
• Contingency plan to prevent contagion risk. |

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