



CAREFREE EXPERIENCES

Your health and wellbeing are our top priority.



In our 50-year company history, our main priority has been to guarantee our clients' and employees' health and wellbeing. At Don Juan Hotels we want you to enjoy our hotels and live a carefree experience. We want to share the measures we have adopted following the requirements established by the government and health authorities. For this reason, we have created the Safe & Care by don Juan Hotels stamp.

The protocol includes measures and guidelines designed by a committee of technicians of the Institute for Spanish Tourism Quality (ICTE) along with the Ministry of Tourism and the Ministry of Health.

We want to offer you the best experience while you enjoy a carefree stay.

1. CLEANING AND DESINFECTION PROTOCOL

Increase the frequency of cleaning and reinforce the standards in rooms, surfaces, common areas and kitchens.



2. RESTAURANT SERVICES

Gastronomy with assisted buffet, new service concepts, individual dishes and dishes cooked to your taste at our show cooking.



3. SECURITY AND SOCIAL DISTANCE

Arrangement of different elements and security measure marks.



4. TRAINING AND MATERIAL FOR OUR EMPLOYEES

We have trained our teams to ensure their safety. We offer our clients and employees work protection equipment at our facilities.



5. EMPLOYEES' HEALTH

We have an internal training protocol and an early detection protocol adapted to the sanitary regulations.



6. DIGITAL EXPERIENCE

Digital solution techniques to avoid or minimize direct contact: pre-check in, digital bar and restaurant menus.



7. ANIMATION AND ENTERTAINMENT

We offer a great variety of shows every night and children animation taking into account the security recommendations and capacity.



8. SWIMMING POOLS

Furniture reallocation at our swimming pool surroundings to keep the security distance. Intensification in the maintenance and cleaning of water to ensure its highest quality.



*These prevention measures are subject to possible changes by the Ministry of Health or government authorities. You can download the attached PDF for more information or contact us at: info@donjuanhotels.com // + 34 972 36 21 53