



The following protocol has been thoughtfully designed with careful consultation with experts and public health authorities. At The Serras, we are committed to providing a safe environment for our guests and welcome this new challenge as an opportunity to redefine our standards placing your health and safety at the forefront. Please take a moment to familiarize yourself with these safety measures, and allow us to offer you a unique, safe, and unforgettable experience.

PRE - OPENING



CLEANING & DESINFECTION

Every area of our hotel has been meticulously sanitized in compliance with strict health and safety regulations endorsed by our local health authorities.



AIR FILTERS

Our air conditioning filters are continuously disinfected to avoid airborne transmission.



TEAM TRAINING

Our team has undergone comprehensive training in compliance with strict health and safety measures to ensure that our guests step into a safe environment.



HEALTH AND SAFETY

All our team members must be knowledgeable in and comply with the latest health and safety protocols. Our masks and gloves are replaced on a regular basis.

RESTAURANTS & BARS



RESERVATION

Please contact our team to book your table in advance.



WELCOME

We have automatized our doors and placed a sanitizing carpet at our main entrance. There are gloves, masks and gel dispensers at your disposal.



ELEVATORS

Reserved for individual use only, unless the occupants are sharing a room. Surfaces are cleaned every two hours.



MENUS

Our new menus are available in both digital and disposable formats.



CAPACITY

There will be a maximum seating capacity in place. Moreover, there must be a minimum 2-meter distance between every table or group of tables.



DISPOSABLE ITEMS

We offer single use, disposable items only, for your convenience.



CLEANING

Tables, chairs and all other surfaces are disinfected after each use.



PAYMENT

We kindly ask you to pay by contactless credit card. Our card readers are disinfected after each use.

ADDITIONAL INFORMATION



SPANISH LAW

We kindly remind our guests that the use of masks is required by Spanish law until further notice.



SUPPLIERS

All incoming products from our suppliers are carefully and thoroughly disinfected.



UNIFORMS

Team uniforms are treated above 60 degrees as per health and safety regulations.



BATHROOMS

Our bathrooms are disinfected every hour.

Our team thanks you sincerely for your collaboration and compliance with these measures and we look forward to welcoming you very soon and offering you an unforgettable experience.