

## **COVID 19 - WE TAKE CARE OF YOU**

In the first place, from the family of Pensión La Perla\*\* / Pensión Urkia\*\* & Pensión Sarriegi\*\*, we want to transfer our commitment to safety and trust to all of you, given the situation we have experienced and we are living with the Covid-19. It has not been easy and we are going to overcome it because we know that you will visit us again.

We have been generating smiles and new experiences for our guests for many years and we will return with more strength, accompanied by our human quality and values worthy of a Family Pension so that you feel at home. Before this extraordinary situation, the cleanliness and well-being of each of our guests was the most important thing and will be, even more so, in the times we are living now. For this, once the activity in our pensions resumes, we have evaluated the risks of health security, preparation, action protocols and customer service.

### **ACTION PROTOCOLS: COMMON SENSE**

It includes all the measures that must be taken for the greater protection and safety of our staff and our guests, covering the entire circuit, from the entrance to the establishment until its departure. We appeal to common sense for the well-being of everyone.

#### **Action plan**

##### **Workers:**

We will take general measures, with Covid-19 preventive training, for the safety and confidence of everyone within the establishment for day to day.

- All staff with gloves and masks
- Multiply cleaning in common areas of the Pension several times a day with information about it for guests.

##### **Main protocol aspects during the guest's stay in our "house":**

For us, the most important thing is that our guests feel at home. Small details are key to creating a climate of well-being and for this, once you enter your room, they will be the first to release all the components for a stay of security and confidence in our establishments.

- Sterilization treatment of the entire room (Handles, textile lingerie, microwave, refrigerator, hangers, bath and shower, etc).
- Approval of all cleaning products by the health authorities.
- Personnel with masks, gloves and approved clothing.
- On-site gel dispenser with information on its use.
- Hygienic set in each room (Wipes, hydroalcoholic gel, masks, etc.)
- Disinfecting mats before entering the pension.
- Facilities to make any meal inside the room (Microwave, cutlery, glasses, fridge, kettles, etc.) and protected material for the premiere of its use by means of approved seals.
- Specific new signaling protocol with safety distances throughout the Pension.
- Electronic locks with the possibility of opening the key from the mobile and with a code for the security of each person.

### **CANCELLATION POLICY ON RESERVATIONS**

We are aware of the situation we are experiencing and therefore, we want to convey a message of confidence and tranquility about the cancellation policy in room reservations. In order to carry out the best organization, we must adapt and we have modified our policy for the good of all. We have 2 types of rates and we will be willing to help and study each reservation made. The information would be the following:

#### **Flexible Web Rate:**

- The Pension will not charge if you cancel up to 48 hours before the arrival date.
- If you cancel outside this period, during the stay or no-show, the Pension will charge 100% of the entire stay as cancellation fees.
- It is paid at the Pension. Credit card details are used as guarantee.
- Taxes and additional charges: VAT is included. Municipal tax not applicable. Service charge not applicable.
- The reservation can only be modified for other dates if the Pension has availability. The client must contact the pension via email or telephone.

**\*IMPORTANT\*** In the modifications, in the event that on the requested dates, the total amount of the reservation is greater, the client must pay the difference.

**Non Refundable Web Rate (Modifiable Dates):**

- 100% of the total amount of the reservation will be charged before or the arrival date of the client.
- The total amount is not refundable. Dates may be modified up to 48 hours before the day of arrival.
- The card details will be used to charge 100% of the total amount of the reservation before the arrival of the client.
- Taxes and additional charges: VAT is included. Municipal tax not applicable. Service charge not applicable.
- The reservation can only be modified for other dates if the Pension has availability. The client must contact the pension via email or telephone.

**\*IMPORTANT\*** In the modifications, in the event that on the requested dates, the total amount of the reservation is greater, the client must pay the difference.

**DISTANCE, HYGIENE AND PROTECTION**

Our intention is to ensure the best experience in our establishments during this new period of restrictions. We adapt to current moments, always, from responsibility and compliance with the necessary measures for a smooth stay.

We know that you want to return, and at the beginning, it will not be the same, but together we will succeed. We are prepared to take care of you and to see you again filling the streets of our beloved San Sebastián. Looking forward to welcoming you!!!