1. **24h Medical Assistance.** We reinforce cooperation agreement with our medical partner Red Asistencia Juaneda in order to provide a responsive and 24h access of Medical Assistance to our guest. Our guest’s health is our first priority.

2. **Our staff cares for you, and we care for our staff.**  
   **Medical tracking, appropriate training and protection equipment safeguarding our staff.**  
   - **Medical tracking** of our staff by the combination of three tests:  
     - Molecular PCR test.  
     - Elisa Antibodies Test, by extraction of serum.  
     - Rapid Test IgG-IgM, by extraction of serum.  
   According to the clinical status considering lack, doubt or presence of symptoms. Before coming back to tourist operation, and during work operations.  
   - **Staff training.** Our qualified and involved staff have received training on new procedures and protocols to avoid the spread of COVID-19.  
   - **Providing proper resources and Personal Protective Equipment (PPE) at each job position:** KN95 face masks, nitrile and latex gloves, protection screens…  
   Staff protection is a critical must considering our priority: Your health & safety.

3. **Cleaning and Disinfection: Safer and more Flexible.**  
   - **Safer.** We have revised and renovated our cleaning and disinfection procedures in close cooperation with our partners SGS, PREVERISK GROUP and DIVERSEY. We have implemented new and stricter requirements to avoid cross-contamination. Vistasol has made a special effort on improving the cleaning of transit and common areas.  
   - **More flexible.** Vistasol offers 3 combinable alternatives of cleaning your apartment:  
     - **Standard,** three times a week.  
     - **Self-cleaning,** On check in apartment is clean and disinfected. For the rest of the stay, you decide whether to have our staff cleaning the apartment or if you prefer to be responsible for the cleaning (obtaining a daily price reduction). We will however provide bedlinen and towels once per week.  
     - **Extra cleaning per hours, on request.** To be booked in advance.

4. **Looking for the required and minimum social distancing.**  
   - **Check in online.** Using app OPENOW by Tesa Assa Abloy in Vistasol.  
   - **Renovated services of Restaurant and Bar.**  
     - Vistasol focuses on open-air areas for Food and Beverage experiences, in our outdoor terraces such as Pool Bar and Embat terraces.  
     - Re-evaluation and readjustment of our buffet to the new risk situation.  
     - E-Menu.  
     - New take away.  
   - Floor marking of waiting – ordering and pick up positions according to social distancing guidelines, from the authorities.  
   - Indicating and taking control of persons-capacity in common areas.

5. **Cancellation policy more flexible** for reservations made from May-by September 30th and for stays in 2020-21.  
   - **Guest may cancel free of charge 24h prior arrival,** except NON-REFUNDABLE* offers. (We kindly remind guests check-in is available from 15h on arrival date)  
   - **Travel dates change, free of processing expenses prior 24h arrival.**  
   - ***NON REFUNDABLE.** Flexible in travel dates change.