



INTERCONTINENTAL.
HOTELS & RESORTS



INTERCONTINENTAL MADRID

Guest Journey & Preventive Plan for Covid-19



Good isn't good enough - we're committed to the highest levels of cleanliness. That means clean, well maintained, clutter free rooms that meet our standards. We promise to make it right, every time.

Karin Sheppard, IHG Europe Managing Director



In addition to IHG's existing relationships with Ecolab and Diversey, leaders in the cleaning and sanitizing field, IHG is now partnering with Cleveland Clinic to expand the IHG Way of Clean program with new science-led protocols and service measures.

IHG is launching a Clean Promise that will roll out globally in June.

It will become a global brand standard, demonstrating IHG's dedication to the updated measures and a clean stay.



Cleveland Clinic



COVID-19 FREE ENVIRONMENT PARTNERSHIPS

More than ever, the InterContinental Madrid is prepared so our guests to have a memorable and long-lasting experience while caring for their well-being.

- IHG Way of Clean procedures in place, developed in collaboration with Ecolab, Diversey and Cleveland Clinic.
- Compliance with WHO (World Health Organization) and official Spanish regulations regarding health & safety.
- Partnering with Certified and Compliance service providers for external services such as transportation, laundry or massage treatments.
- New partnership with the renown Spanish medical institution, Quirón Salud, offering complimentary medical services at the hotel (on site visit or video-call medical consultation). This agreement also includes access to an ambulance and a dedicated Covid19 Hospital, as well as international help center call supported in English, French, Russian, Italian or Arabic.

IHG

YOUR WELL-BEING IS OUR PRIORITY

WE ARE GRATEFUL FOR YOUR HELP IN MAKING YOUR VISIT SAFER



MINIMISED CONTACT

Our colleagues will minimise contact as much as possible, while remaining at your service at anytime



CONTACTLESS / CARD PAYMENTS

We currently prioritise contactless / card payments



HEIGHTENED CLEANLINESS MEASURES

We clean restaurants & bars after each guest following the strictest guidance to protect you and our team



PROTECTING YOU

Our colleagues are using protective equipment for your safety and theirs



GUESTROOM

New sanitizing and hygiene procedures in place to guarantee a safe and healthy experience in the guestroom.

- Each room is fully sanitized with ozone on the daily basis.
- Clutter free rooms to avoid additional risks.
- Revised cleaning procedures with:
 - Use of high sanitizing cleaning products.
 - Special focus on high touch points
 - Increased ventilation
- Hotel team members do not enter the room unless specifically requested by guest (excluding cleaning and maintenance purposes guaranteeing all cleaning procedures in place)
- The servicing of the room only takes place when the guest is not in the room to guarantee social distancing.

IHG[®]

THANK YOU FOR BEING
MINDFUL OF PHYSICAL
DISTANCING

WE ARE GRATEFUL FOR YOUR HELP IN
MAKING YOUR STAY SAFER



**KEEP YOUR
DISTANCE**

Please keep your distance from people you are not travelling with, and face away from others



**2 PERSONS
MAX**

Please limit use of the lift to two people maximum, or the members of one household



**STAY
SANITISED**

Cough/sneeze in your elbow, avoid touching your face and sanitise your hands after leaving the lift

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COMMON AREAS - RECEPTION


Our social spaces will be transformed to guarantee social distancing – keeping our guests' wellbeing is our priority.

- Social distancing in place in all common areas, visible with dedicated stickers.
- Sanitizing hydrogel stations available at multiple locations in common areas. Guests are invited to use prior and after each service.
- Clutter free desks are be ready to welcome guests.
- All documentation exchange is preferably done digitally unless required by law or by guest preference.
- Main luxury services such as doorman, luggage drop, concierge and instant service are provided with new safety measures.
- Parking is available as well, however valet service will be suspended temporarily.
- Express check out is actively promoted avoid physical interaction.
- Disinfecting carpet upon arrival and sanitizing procedures with all incoming luggage.


IHG

THANK YOU FOR BEING MINDFUL
OF PHYSICAL DISTANCING

WE ARE GRATEFUL FOR YOUR HELP IN
MAKING YOUR STAY SAFER


 **PRIORITISE
STAIRS**

Please consider
taking the stairs if
possible

 **AVOID
CROWDS**

Limit use of lifts to a
maximum of 2
persons or 1
household

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COMMON AREAS – FOOD & BEVERAGE SERVICES

- Restaurant:
 - Adapted capacity to guarantee social distancing.
 - Sanitizing hydrogel stations available at the entrance. Guests are invited to use prior and after each service.
 - Restaurant & Bar menus are available with QR codes to avoid interaction with physical menus.
 - New pre-order breakfast format to avoid buffet interaction.
 - Increased ventilation in outlets and table & chair sanitizing after each use
- Room Service and Minibar:
 - Room service is available 24 hrs. and includes the items in the minibar.
 - When delivering and picking up the service, the waiter does not enter the room unless specifically requested by the guest.
 - Room Service menu is available with QR codes.
- Banqueting and Events:
 - Adapted room capacity to guarantee social distancing in the different set ups.
 - Sanitizing hydrogel stations available at the entrance. Guests are invited to use prior and after each service. Optional to contract a kit with mask and gloves kit for attendees.
 - Offer alternative formats to avoid buffet and cocktail interaction.

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**YOUR WELL-BEING
IS OUR PRIORITY**

WE ARE GRATEFUL FOR YOUR HELP
IN MAKING YOUR STAY SAFER



PLEASE WAIT TO BE SEATED

Please be mindful of physical
distancing while waiting to be seated

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THE HOTEL TEAM

Hotel colleagues are key to making each stay at the hotel a healthy and safe one.

- Complete and mandatory full Health and Security training program for every team member, and re-fresh mini sessions on a daily basis.
- Control of colleagues' temperature 3 times a day (when entering and leaving the premises as well as mid-shift)
- Mandatory hand washing: minimum of 3 times a day.
- Disinfecting carpet upon entrance to the hotel.
- Sanitizing of uniforms
- New procedures in place both at the changing rooms, in the staff canteen and at staff meetings, keeping social distancing and minimizing physical contact.
- All colleagues to use protective equipment at all time (face masks and gloves ; shoe covers and eye protection to be used based on requirement of task).

IHG

For the well-being of our guests and colleagues, and following the latest Local Authority and Government guidance, we politely encourage you to:



CARE FOR OTHERS

If you are experiencing symptoms of Covid-19; have recently been exposed to Covid-19; or are here to self-isolate, please inform our reception colleagues, so that we can better assist you



KEEP YOUR DISTANCE

Please be respectful of physical distancing at all times

FOR THE LATEST INFORMATION, PLEASE CHECK
WWW.WHO.INT AND THE LOCAL AUTHORITY'S WEBSITE



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