



Anfi del Mar, 10th July 2020

Dear Members,

Anfi is about to re-open its doors, after the forced closure due to COVID-19, and looking forward to giving a very warm “welcome back to your holiday paradise” to all our members.

With this in mind and knowing that many members are unsure of what to expect when travelling abroad nowadays, we thought it necessary to answer some of the questions and queries we have received to date from you in order to set your minds at rest before you come on holiday. There will obviously be some restrictions and various protocols put into action in order to comply with the Spanish law and with a view to reducing the possibility of contagion of COVID-19 and which are set out below for your information.

IN GENERAL: You will be pleased to hear that the following services will be available in the resort:-

- The beach and Island are already open with a maximum capacity of people being able to use the sunbeds and services etc.
- All the services within the clubs will be operative.
- Entertainment activities will be in place with some restrictions on capacity and type of activities. However, the Mini Clubs will remain closed for the time being although the children's playground areas will be open for use.
- The onsite supermarkets will be open.
- Nearly all the restaurants and shops will be open.

YOUR STAY: With regard to your stay in the resort, there will be various protocols in place which members are asked to adhere to at all times for your own and everyone else's health and safety. These measures are based on the following:-

- Our action plan to keep COVID-19 at bay forms part of an approved Overall Plan under the supervision of a Consulting Group who are specialists in health and hygiene worldwide.
- Social distancing of 1.5 metres.
- Signposting to avoid people crossing each other where possible.
- **Use of face mask** (to comply with Spanish law) whilst out and about. Shops, buses, taxis, restaurants etc. require a face mask to be worn otherwise you will be refused entry.
- Frequent washing and/or sanitizing of hands. Sanitizing gel will be available at various points throughout the resort.
- Avoid physical contact
- Avoid products or items that pass from one hand to another.
- Use of products especially for disinfection.
- All employees will receive information about COVID-19 and the protocols in place.
- Members and clients must adhere to our recommendations and follow the instructions and prohibitions, if any.
- If any member or client shows suspected symptoms of COVID-19, they are obliged to inform the club immediately. It is everyone's responsibility NOT to put anyone else at risk.

CHECK-IN: As soon as you arrive in Anfi there are certain protocols which have had to be put in place to comply with the law and for your own and everyone else's safety:

- Members must wear a face mask on entering the reception and for checking-in/interacting with the receptionists.
- Sanitizing gel is available for use at all times in reception.
- Signs will be in place for social distancing which you are asked to adhere to.
- Physical contact between members and staff is to be avoided.
- Please follow any instructions given by our staff or given through the signs posted throughout the resort.

YOUR APARTMENT: To facilitate cleaning and disinfecting in your apartment, there are several changes to our routines:

- Items such as the rugs, bed cushions, bed valances and plaids have been removed.
- Any extra linen or towels, usually stored in the wardrobe, will be presented in sealed plastic bags which, if not opened, will not need unnecessary washing.
- You must vacate your apartment for cleaning to be carried out. On check-in, a time will be allocated for cleaning which you are requested to adhere to.
- All our cleaning procedures and cleaning materials will be adapted to reinforce the cleaning and disinfection of all surfaces in your apartment and in the common areas.
- In the event of reporting any technical difficulty in your apartment, the technician will require that you vacate your apartment whilst any work or repair is being carried out.

POOL AND SUN BATHING AREAS: These are very sensitive areas and which have quite strict controls and measures in force and which we would ask you to adhere to and for your understanding at all times:

- All the pools and sunbathing areas will have a maximum capacity of members being able to use them at any one time. This will be sign posted and must be adhered to.
- Sun beds and mattresses will be disinfected at the beginning of the day and each time a member/family leaves the pool and the sunbed is to be used by another member.
- The pool will be open from 09.00 hours through to 19.00 hours (summer months). Opening one hour later in the morning is to give our staff enough time for all the sunbeds and mattresses to be disinfected before use.

ANFI STAFF: The Anfi staff is eager to get back to work! But at the same time we have to ensure that the environment is as safe as possible for everyone concerned.

- All staff will be required to wear a face mask, unless they work in an area where there are no members or other personnel
- Staff will avoid any physical contact between themselves and with members.
- Certain routines and timetables may have to be altered to incorporate the social distancing and procedures that must be in place.

Enforcing or controlling these measures will be difficult and Anfi cannot police all the possible areas that members are using; we will be looking to and expecting our members to adhere to the rules and any instructions given in order to ensure your safety as well as keeping other members and staff safe.

The entire Anfi team looks forward to welcoming all our members back and to seeing you enjoying your holiday in the resort once again.

The Anfi Group