

YOUR SAFETY IS OUR PRIORITY

We're in the process of preparing for the reopening, it is important to us that all our guests and colleagues feel safe. We will continuously evaluate how the initiatives work and how we create a safe experience for you and our staff in the future.

Increased hygiene

Cleaning and hygiene have always been at the forefront here at Club La Santa, but now we are increasing our efforts with a number of new initiatives:

including:

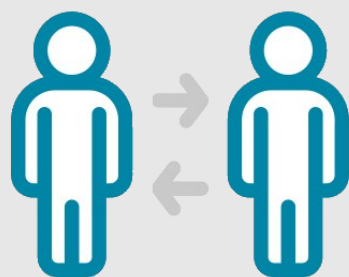
- setting up outdoor sinks and hand sanitizer dispensers in carefully selected locations at the resort, for free use
- cleaning staff follows all new procedures and guidelines with special focus on contact points
- we have increased focus on cleaning all sports equipment and make disinfectant available in all areas for individual use



Social distancing

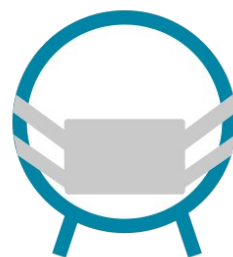
We will make it easy for guests to adhere to social distance guidelines. We have several options for ensuring this, including:

- In central places we have made clear markings so that it is easy for you to keep the required distance of 1.5 metres
- Maximum number of participants per area is aligned with the rules of social distance during sports
- Mandatory registration / cancellation via app or Sports Booking to ensure that the number of people on teams and facilities is complied with
- Appealing to all guests to be considerate and informing clearly about guidelines



Use of face masks

If social distance of 1.5 meters in the public space cannot be observed, it is mandatory in Spain to wear a mask. This also applies during sports. We always recommend wearing a mask with which can be worn as needed. Wearing a face mask is mandatory at airports and on air travel as well as public transport in Spain.



Changes in the schedule

In order to comply with the authorities' guidelines, we are preparing to adapt activities with direct contact between the participants or where social distancing is not possible. As always, our goal is for our guests to experience a varied and extensive range of activities.

Restaurants

We follow all national health guidelines in regards to restaurants and are inspired by others' solutions. The chain of food handling, from providers to our staff, has been refined for maximum safety. Our menu card is now digitally accessible via our app and QR code, the buffet in Atlantico restaurant is now mostly assisted and with individually portioned food, and we are reinforcing the opportunity for take-away meals as well as adding an option for delivery.



Coronavirus on Lanzarote

The infection rate on Lanzarote and the Canary Islands is among the lowest in the world. The local health authorities and hospitals are prepared and have test equipment, respirators, etc. Read more about the current Corona virus numbers on Lanzarote here.



Local medical clinic

We have a medical clinic on-site. In case of illness/symptoms, our doctor should be contacted immediately through reception



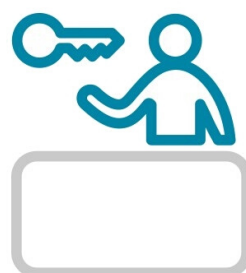


Staff preparedness

All employees are well informed and trained in relation to the new guidelines introduced in the respective functions, and face masks and gloves are mandatory in a number of service functions.

Checking in and out in the Reception

We are working to ensure that no situations arise at the Reception, in which an inappropriate number of people could be gathered at the same place for an extended period of time



Digitalisation

Not only are we replacing our menu cards with QR codes, but we actively try to minimize physical handling and usage of paper. Therefore, you will see QR codes in several places on the complex, not only for environmental and health reasons, but also to ensure that all information is up to date and at your fingertips. All info can also be found through our Club La Santa app.