

FERGUS GROUP



FERGUS Care

SUMMARY OF HEALTH AND HYGIENE ACTIONS

FERGUS Care

The FERGUS Group's commitment is to ensure the highest standards of hygiene and preventive measures in our establishments to guarantee a safe stay and to enable the high degree of usual satisfaction in our services at this stage of exceptional circumstances.

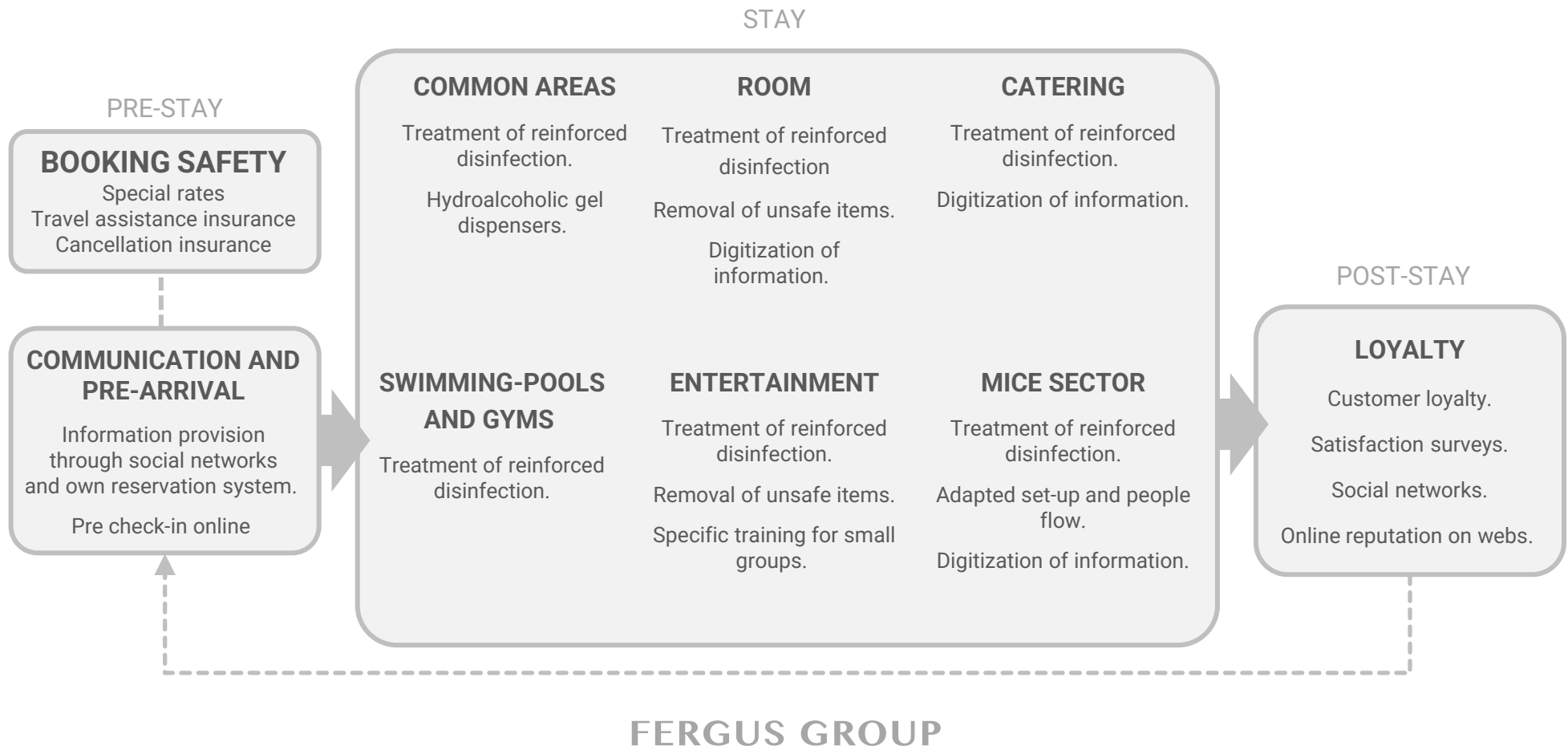
In order to meet the new requirements for social distancing and personal space, we have designed a package of procedures we have called FERGUS Care.

The heart of these measures is focused on equipping, distancing as well as on the additional and specific training for our employees to implement the strictest current regulations regarding sanitary hygiene. The actions taken have been supervised by recognized companies, such as BIOLINEA International, led by Dr. Sebastián Crespí, WHO consultant on health and safety in the accommodation sector during the COVID19 crisis.



Action areas

FERGUS Care comprises a set of extraordinary measures that begin when guests plan to spend their holiday with us and ends when they draw conclusions from the experience. The implementation of disinfection and cleaning treatments reinforced with specific products, the digitization of processes and the application of assisted buffets are some of the key points.





Common Areas

- In common areas of the hotel there will be hydroalcoholic gel dispensers.
- Increase of cleaning frequencies in common areas with disinfectant products approved for use, paying special attention to the most sensitive areas and elements.
- Online check-in promotion to simplify access to the hotel and avoid possible waiting times at reception.



Room

- All items will receive extra disinfection treatment with specific products from the health sector, paying special attention to those of greater size: door knobs, telephones, lift buttons ...
- Linen and towels will be washed at minimum 60° in certified companies to guarantee total disinfection.
- Information regarding hotel services in digital format with access by QR code.



Restaurants

- Food and drink menus are available to customers in QR format.
- Tableware, cutlery and glassware will undergo special sanitary processes.



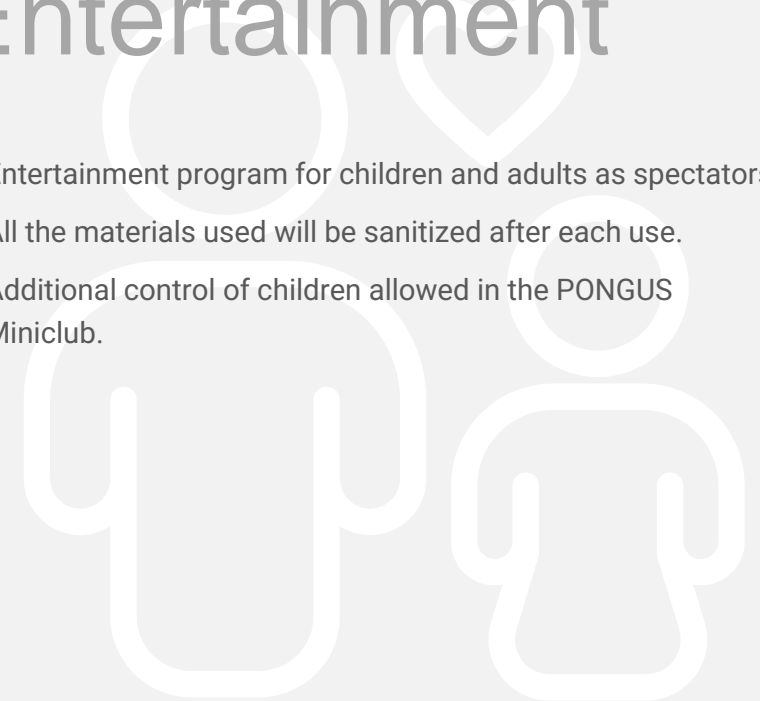
Pools and terraces

- Arrangement of sun beds and other elements on the terraces to guarantee the flow of people with safety social distancing.
- Daily disinfection of sun beds.
- Disinfection of solarium and terraces.
- Monitoring and quality control of swimming pool water several times a day



Entertainment

- Entertainment program for children and adults as spectators.
- All the materials used will be sanitized after each use.
- Additional control of children allowed in the PONGUS Miniclub.





Staff training

- Active training of all our employees on the use and procedures of the new safety and hygiene measures by our external collaborators.
- A reference company such as BIOLINEA Internacional, a regular collaborating company with FERGUS Group, executes not only the training, but also the sanitising procedures and audits at the establishments run by us.
- Protection of all our employees with specific individual equipment (PPE).
- Continuous training related to COVID-19 Guidelines, hazard analysis and critical control points (HACCP), occupational risks etc.

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