

Our priority at the Hotel Ta' Cenc & Spa has always been our guests and their well-being. During these challenging times, our promise to deliver a warm, welcoming and safe environment remains the same.

We have always taken great pride in maintaining the highest standards of cleanliness and hygiene. Guided by international and local health and safety recommendations, we have developed an even more rigorous protocol by taking additional measures. These include:

- Sanitising stations are readily available in all public areas.
- All employees will be performing their duties wearing masks.
- Enhanced cleaning and disinfection procedures have been implemented in guest rooms, public areas, and back-of-house areas.
- A distance of 1.5 to 2 metres is respected by both guests and employees.
- Masks have to be worn by guests at all time except when seated at a table or in the pool.

### **Prior to your arrival**

We are encouraging our guests to check-in online prior to arrival to limit contact as much as possible. Should you be staying with us and not have received an email with the link to check in, kindly contact us on [info@tacenchotel.com](mailto:info@tacenchotel.com).

### **A warm welcome**

Upon arrival, a sanitising station is available at the station. Our receptionists are looking forward to welcome you and guide you through an adapted check-in procedure.

### **Do Not Enter My Room**

We have introduced an option for our guests, whereby our guests can indicate whether they want our employees to enter their room during their stay. Should you opt for the "Do Not Enter My Room" option, all services such as room service and portage will take place in front of your room.

### **Restaurants & Bars**

Our dining outlets will continue to operate, serving you an array of tempting dishes and beverages, while following all recommendations and necessary precautions to

safeguard our guests and employees. Our outside areas will be utilised whenever possible.

### **Pools & Spa**

Our outdoor pools will remain open for our guests to enjoy, while ensuring that the highest levels of cleanliness and hygiene, as well as social distancing are met.

For your safety and peace of mind, we are operating in full respect of the necessary health and safety requirements. As a result, the Jacuzzi and steam room within the Spa are currently not operational. Children under 14 years can access the heated pool within the Spa from 09:30 until 12:30, and from 17:00 until 18:30 daily. Swimming slots need to be prebooked from one day before. All other services at the Spa are available for adults over 16 years. Kindly note that the gym and sauna are also operational, but need to be prebooked in advance.

### **Courtesy Bus**

We regret to inform you that we are not operating the courtesy bus due to restrictions.

### **Check-out procedures**

To provide reassurance and distancing options for our guests, we will also roll out a new digital procedure during check-out.

In an effort to make the hotel as safe as possible, we monitor updates on regulations issued by the Health Authorities continuously. As a result, changes to the above may be implemented without due notice.

We look forward to welcoming you at our hotel.