

Coronavirus Information for Roomspace Guests We Are Still Here

Updated on 23th June 2020

Roomspace is committed to helping prevent the spread of Coronavirus (Covid-19). Guest and Staff safety will always be our primary concern. We will remain vigilant and continue to follow the advice of the relevant Governmental bodies daily. Any revision to the measures below will be emailed to you or your Booker. Below are the measures currently in place.

STAFF

It is importance of good hygiene and hand washing are currently taking place. Hand sanitizing gel, face masks and gloves have been provided to all staff based in our offices as well as those who work across our buildings.

HOUSEKEEPING

Your apartment will have been cleaned prior to arrival (48h up to 72h priorly). We are currently disinfecting all hard and soft surfaces with an anti-bacteria and anti-viral treatment as part of the cleaning process.

We are in the process of resuming our weekly cleaning service for which we would appreciate your feedback before booking and accessing the apartment about if you will require this service (this service only will occur if the apartment is empty) or if you will only prefer the weekly change of bed linen and towels or if you prefer not to receive this service at the moment. Given the different sensitivities of our customers to the subject of Covid 19, we try to accommodate our services the various requests. To request drop and collect service, please contact Guest Services on clients.spain@roomspace.com or by telephone on +34 630 14 77 67

DEVELOPING SYMPTOMS

Should you develop any symptoms (which include a cough, fever or difficulty breathing) or start to feel generally unwell, please contact the **NHS by telephoning 112** from your mobile telephone. Then please contact our Guest Services Team as a priority. They will be able to discuss necessary arrangements for the rest of your stay to ensure the safety of you, our staff and our other guests.

Information and advice can be found at the following website:

<http://www.madrid.org/112/>

<https://www.mscbs.gob.es>

INFORMATION AND ADVICE

In Madrid and Barcelona and following the general hygiene and safety recommendations, the different areas were gradually opened: Public transport, restaurants; leisure and sport spaces; churches and places of worship.

For the progressive resumption of social life, the following measures must be guarantee

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| - Availability of masks and disinfectant gel on the market | - Mandatory use of masks: |
| - Regular cleaning of spaces | - Street |
| - Reduced maximum capacity | - Public transport |
| - Hand hygiene | - Trade |
| - Physical distance of 2 meters | - Other closed places with multiple people |