



STAY SAFE & CARRY ON

As we welcome you back to The Rock Hotel, we are committed to providing you with a safe environment that aligns with our protocols for working to defeat COVID-19. Consisting of in-house and outside experts in food and water safety, hygiene, and infection prevention, and in conjunction with advice from our Public Health department as well as the provided Government guidelines, The Rock Hotel is redefining our cleaning and safety standards. We will actively monitor and evolve our solutions to ensure a continued focus on the health and safety of our guests and employees.

CLEANLINESS AND SAFETY, WITH YOU IN MIND



We have heightened our already stringent practices around food handling, sanitization, disinfection, and cleaning in all public areas with a focus on your safety and peace of mind.

The following are some of the examples of the measures that are in place so far as we incorporate actions from our internal Risk Assessments and the Governmental and International Health Authorities among others:

- Frequent cleaning and disinfection of:
 - Reception counter and bar tops
 - Lift walls, railings, and buttons
 - Stair railings and banisters
 - Doors and handles
 - W/C areas
 - Telephones
 - Switches
 - Table surfaces
- Air-conditioning is turned off in public areas which are constantly ventilated
- Guest room air-conditioning filters are regularly cleaned
- Our staff wear face coverings when cleaning guestrooms and serving customers
- Covid-19 officer to help ensure new protocols are being met
- Enhanced food safety and hygiene protocols

HAND WASHING & HAND SANITIZER



Washing hands with soap and water is the preferable method. In situations where soap/water is not available, alcohol-based sanitizer is recommended. You can find these in any of our public areas such as the reception desk, lift lobby areas, restrooms, bar, restaurant, and swimming pool.

In addition to these measures, we encourage you to learn more about what you can do to travel safer. [The World Health Organization](#) has several recommendations to reduce exposure to a range of illnesses, including hand and respiratory hygiene as well as safe food practices.

GUEST ROOMS

In guest rooms, we have elevated our rigorous protocols to thoroughly clean all surfaces with hospital-grade disinfectants. Removal of certain high-touch items from guestrooms such as stationary, and decorative pillows or runners for your safety.

Special attention to high-touch, hard non-porous items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring.

Our housemaids will be fully equipped with PPE (Personal Protective Equipment) when cleaning and servicing rooms, as well as a regular change of gloves and hand sanitization between rooms.

SOCIAL DISTANCING

Distance Can't Stop Us From Caring.

Our social distancing measures help show care for the wellbeing of our colleagues and guests, as we revise capacity guidelines and require colleagues to wear face masks and appropriate personal protective equipment, and more.

Signage in public spaces will remind our guests to maintain social distancing.

We have added a partition at check-in to provide an extra level of precaution for our guests and our associates.

Lift capacity allows a maximum of 2 persons at any one time to help maintain social distance.

Knock-and-go contactless room service.

Where social distancing is not possible, the Public Health Department encourages you to wear a mask.

At check-in and check-out times, please be mindful of those around you and allow distance between guests. Our team will serve you as soon as possible.



FOOD & BEVERAGE



- . Our bar/restaurant/kitchen staff wear face masks at all times when preparing and serving food & beverages.
- . We have replaced the buffet breakfast with a plated full English Breakfast, a la carte style service to enhance prevention.
- . Traditional room service has been replaced with a no-contact delivery method.
- . Tables are sanitized before and after guest use.
- . Removal of unused items (i.e. glasses, silverware) on tables before and after guest use.
- . To help make the guest experience more comfortable at mealtimes, and as per Government guidelines (for contact tracing purposes if required), we have a booking system in place to avoid overcrowding. All meals must be pre-booked, including breakfast, lunch, and dinner. This will allow a smooth transition and appropriate levels of disinfection and cleaning between each guest.

SWIMMING POOL



For the benefit of all our guests and keeping with local Government guidelines, there is a maximum number of guests allowed at any one time at the swimming pool. This is managed by our pool attendants. Sunbeds and parasols have been positioned in such a way to help maintain social distance. Moving of sunbeds or parasols are not permitted for the benefit and safety of everyone to enjoy the pool to its full potential with ease.

PUBLIC AREAS



Starting with our public spaces and high-traffic areas, we are going above and beyond our normal protocols. We are cleaning surfaces with increased frequency, dedicated staff, and recommended cleaning agents.

There are large information roll up banners in Reception, in The Lounge Bar and at the entrance to the Swimming Pool with guidelines about symptom detection, washing hands and social distancing. Similar posters are displayed in the back of house areas.

We have installed a Perspex shield at reception, and a new payment system - in which we encourage contactless payment, where possible.

The image shows three informational posters from Bland Group. The first poster, titled 'Stop the spread of Coronavirus', features an illustration of hands being washed under a running faucet. It includes a red banner that says 'Wash your hands' and lists instructions: 'Regularly use soap and water or hand sanitiser when you: • Get home or into work • Blow your nose, sneeze or cough • Eat or handle food'. The second poster, titled 'Coronavirus COVID-19', has a red banner that says 'Know the signs' and lists symptoms: 'High Temperature', 'Shortness of Breath', 'Breathing Difficulties', and 'Cough'. The third poster, titled 'Stop the spread of Coronavirus COVID-19 How to Prevent', lists three categories: 'Cover' (your mouth and nose with a tissue or sleeve when coughing or sneezing and discard used tissue), 'Wash' (your hands well and often to avoid contamination), and 'Clean' (and disinfect frequently touched objects and surfaces). It also lists 'Symptoms' as '> A Cough > Shortness of Breath > Breathing Difficulties > Fever (High Temperature)'. All posters include the Bland Group logo and the website 'www.blandgroup.com'.

TRAVEL ADVICE

Whilst most European Countries have eased travel restrictions and lifted quarantine requirements, regrettably the COVID-19 pandemic has not totally passed and there are new pockets of infection in certain areas.

We therefore strongly advise that you check any travel restrictions which may be in place for your destination and, if applicable, of any countries you may be transiting through before you book.

Please also closely follow any government advice issued by your country of residence, and make sure to check with your airline company before you travel in case, they have introduced any guidelines for your journey.

You can find more information about every country's current guidelines on the UK Foreign and Commonwealth Office's travel advice site including information on any quarantine measures that each country may enforce.

All restrictions are subject to change daily and the hotel will adapt as necessary.

In fact, our level of alert has not been lowered and we continue to implement the strictest of preventive measures and protocols. The Rock Hotel has obtained the AA's COVID-19 Confident Accreditation and we are complying to the assessments and evaluations of our key our travel partners as well as HM Government of Gibraltar new norms and guidelines. Our mission is to ensure the safety of our guests and staff, instilling confidence as we pursue our path to the new normality with relentless hope and with total transparency in the communication we provide.

EXISTING BOOKINGS...

The safety and well-being of our guests is a top priority for The Rock Hotel.

We understand that you may be experiencing stress given the rapidly changing information on travel restrictions and cancelled or postponed public events. We want you to know that we are monitoring the coronavirus (COVID-19) situation closely, keeping those who are affected in our hearts, and are listening carefully to the questions and concerns we receive from guests such as yourself.

Existing Advance Purchase Rates, non-refundable reservations for travel through 31st August 2020:

Special exceptions are in place for all Advance Purchase Reservations, which hold a policy of non-amendable and non-refundable. As a gesture, guests holding these fully prepaid reservations may opt to amend their reservation to alternative future dates, at latest 24 hours prior to their stay.

We understand that there are several uncertainties with airlines and travel restrictions, so your new dates may still be uncertain. To assist you, we can automatically move your dates forward one year ahead from your original dates. This will allow you the time and flexibility to make new arrangements. Once your new dates are known, you can contact us to amend your booking once again to your new confirmed dates of travel.

Terms & conditions:

Please note that the validation of your reservation is up to 12 months. Reservations may not be carried any further forward than one year of your original travel date and all future dates will be subject to availability.

A change of dates can be made to your booking without incurring an amendment fee, although you will need to pay any difference in price for alternative months, and any additional nights. The policy will remain as a non-refundable rate.

For group bookings, our reservations teams will work closely with you and/or your event planner to manage any changes on a case-by-case basis. Our hotel reservation teams are actively supporting customers to address the needs of each group, including moving events scheduled to a suitable alternative date. For more information on the terms and conditions of group contracts please contact us directly.

Guests who booked via online travel agents or other third-party travel professionals are advised to contact their booking provider directly for further information.

Cancelling your booking

For non-refundable bookings, a refund is not applicable due to the booking/cancellation policy.

Should the decision be taken to not take up the change of dates to a future date - the booking can be cancelled, however the full amount will be retained. In receipt of cancellation, we can provide a letter for insurance purposes upon request.

Please ensure to contact us via e-mail on reservations@rockhotel.gi and we shall reply to you in due course.

**The Management and Staff of The Rock Hotel would like to thank you for your support and your loyalty during this difficult time. We will keep you updated through this dynamic situation and cannot wait to welcome you back.
Stay safe & well.**

