



**L & H**

**HOTELS AND MORE**

**TAKES CARE  
OF YOU**

## FEEL SAFE AT L&H

And it is possible to enjoy it safely again at L&H Hotels

*“Madrid is that great book to read... and you know what? You still have a lot of pages to discover”*

### OUR MEASURES DESIGNED FOR YOU

At L&H Hotels we are aware that the world has changed, and we know your requirements in terms of **security, comfort and tranquility.**

That is why we have taken a series of measures so that you and your family can enjoy both your L&H establishments and the city of Madrid in the best possible way.

We want to share with you all the changes we have and will make so that all of you can enjoy yourselves as you deserve, in the **safest, most comfortable and quietest way.**



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## L&H HOTELS SAFETY

**We establish measures and** protocols both in the prevention of occupational hazards among our employees, as well as our own safety protocols and those marked by the Ministry of Health adapted to Covid 19.

Our goal of **Covid Free** includes a thorough cleaning and disinfection protocol of rooms, common areas and transport service, as well as special attention from all our staff to respect safety distances between employees, as well as employees and customers.



## ACTION LINES REOPENING

- **Disinfection of buildings with smoke bombs**
- **Disinfection protocol for client rooms**
- **Disinfection protocol for common areas.**
- **Adapted products for cleaning**
- **Air conditioning disinfection: FILTER CLEANING**
- **Ozone Machines**
- **Highest quality installations and services**
- **Vinyl distance signs**

## FEEL SAFE AT L&H

### L&H CUSTOMER SAFETY

Your **security and comfort** to make your stay more pleasant and above all your **peace of mind** before and during your stay with all our services at your disposal, is the only Objective of L&H Hotels.



### WE CARE FOR YOU

*“ TAKING CARE OF YOU AND YOURS IS THE GOAL OF L&H.  
**WE ARE AT YOUR DISPOSAL FOR WHATEVER YOU NEED  
WITH MAXIMUM EFFICIENCY, PROFESSIONALISM AND  
DELIVERY OF ALL OUR EMPLOYEES ”***

- Fast Check In - Enhancements to reduce waiting
- Hygienic masks per person in room
- Disinfectant Wipes
- Gel dispensers in reception and common areas
- Disinfectant access mat
- Private Transport Service
- New Services - Welcome Pack
- Information and recommendations fail-safe

# FEEL SAFE AT L&H

## L&H TEAM SAFETY

All our equipment has been tested and will take all **safety measures**, such as their own hygiene and disinfection, daily temperature taking, safety distances and the use of masks and gloves.

*“ WE ARE IN CONSTANT STUDY AND EVOLUTION  
OF ALL SECURITY MEASURES FOR  
THAT YOU AND YOURS WILL ALWAYS HAVE  
**THE BEST L&H EXPERIENCE** ”*



## WE TAKE CARE OF US

- Continuous training on COVID and safety
- Creation of Internal Protocols
- Serological Testing through ORP
- Daily temperature control
- Masks FP2, gloves and gel
- Disinfection Transfer per trip
- Administrative improvements

# FEEL SAFE AT L&H

## L&H SAFETY

We create hygiene measures and exhaustive control of the protocols in security with each and every from our **certified suppliers**.

**“ TAKING CARE OF YOU STARTS BEFORE YOU ARRIVE. WITH THE APPLICATION OF ALL THE PROTOCOLS AND MEASURES TO MAKE YOU FEEL SAFE BEFORE AND DURING YOUR STAY AT L&H ”**

## WE CREATE PROTOCOLS WITH SUPPLIERS

- Protocol with certified suppliers
- New Laundry Security Measures
- MMTT company control and breakdowns
- Goods Receipt Protocols
- Redesigning safer operations



L&H HOTELS

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# FEEL SAFE AT L&H

Because travelling and staying at L&H Hotels means feeling **safe, comfortable and relaxed.**

We want you to travel calmly, carefree, and know at all times all the measures we are taking before and during your stay.

Because travelling and staying at L&H Hotels means feeling safe, comfortable and relaxed

It's time to start enjoying yourself again and you will do so with the maximum guarantees in terms of safety.



**FEEL SAFE**  
**FEEL COMFORTABLE**  
**FEEL CONFIDENT**

Explore, Dream and Discover **A NEW L&H HOTELS**

L&H HOTELS

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