



YOU HAVE ALWAYS BEEN OUR GREATEST COMMITMENT

Today, more than ever, we have adopted special measures that strengthen our commitment to your protection in order to guarantee your complete peace of mind. An undertaking not only towards our guests, but also our employees, suppliers and collaborators. **Protecting us all by caring for our environment.**

Our top priority at this time is to provide a **safe environment that will guarantee your health**, and offer you the calm and peace of mind you seek during your stay at the hotel.

We would like to inform you of some of the key actions included in our [new stricter internal protocols](#).

| FACILITIES AND SERVICES | RESTRICTIONS AND PROTOCOLS |
|---|--|
| <p style="text-align: center;">BARS AND RESTAURANTS</p> <p style="text-align: center;">Use the hydro alcoholic gel located at the entrance to the buffet area Masks must be worn whilst selecting dishes. More individual portions are now available. Please wait to be seated. Only the waiting staff can move or join tables, should this prove necessary. We have extended the dining room times, and in some cases, sittings will be established in order to guarantee safety distances. Application of the COVID-19 cleaning protocol.</p> | |
| <p style="text-align: center;">BUFFET RESTAURANT</p> | <p style="text-align: center;"><i>Open. Limited capacity</i></p> |
| <p style="text-align: center;">POOL BAR FLORA I</p> | <p style="text-align: center;"><i>Open. Limited capacity</i></p> |
| <p style="text-align: center;">POOL BAR FLORA II</p> | <p style="text-align: center;"><i>Closed</i></p> |
| <p style="text-align: center;">DISCOTHEQUE</p> | <p style="text-align: center;"><i>Open. Limited capacity</i></p> |

| WELLNESS AREA AND GYM | |
|---|--|
| WELLNESS AREA | <i>Temporarily closed</i> |
| GYM | <i>Open. The COVID19 protocol is established. Prior appointment at Reception.</i> |
| MASSAGE SERVICE | <i>Active service. The COVID19 protocol is established. Prior appointment at Reception.</i> |
| CHILDREN'S AREAS AND ENTERTAINMENT Application of the COVID-19 cleaning protocol. | |
| MINICLUB | <i>Open. The COVID19 protocol is established. Outdoor activities.</i> |
| PARK | <i>Open</i> |
| SPLASH PARK | <i>Open</i> |
| ENTERTAINMENT | <i>Service active. The COVID19 protocol is established.</i> |
| RECEPTION | |
| CHECK-IN | <i>Guests may check in online via the thbhotels.com website, the App and the self-check-in kiosk in Reception.</i> |
| PORTER SERVICE | <i>Application of the COVID-19 protocol</i> |
| SWIMMING POOLS Application of the COVID-19 cleaning protocol. | |
| MAIN POOL FLORA I | <i>Open. Capacity is limited.</i> |
| POOL FLORA II | <i>Open. Capacity is limited.</i> |
| SUN BEDS | <i>Sun beds and other items of poolside furniture must not be moved, and towels must be placed on them.</i> |
| OTHER FACILITIES AND SERVICES | |
| SUPERMARKET | <i>Open. Capacity is limited.</i> |
| SOUVENIR | <i>Open. Capacity is limited.</i> |
| BUS TO THE BEACH | <i>Service active. The COVID19 protocol is established.</i> |