



**Like many in the travel sector these are hard times for everybody. We really would appreciate your business as soon as you feel it is safe and possible to travel. Spain is relatively safe, wearing masks in public places is obligatory but hill walking and mountain sports just require social distancing and common sense. See our "LATEST C-19 Tour Advice" below.**

## **MANAGEMENT OF THE HYGIENIC-SANITARY RISK COVID 19**

*2nd July 2020 (This guidance is subject to change depending on Government advice)*

This document is guidance to current legislation and recommendations to be applied by Spanish Highs Tours LTD to minimize the risks of contagion of the COVID-19 virus in providing its services.

As we all know, from here on, in order to return to the 'new normal', in our workplace (i.e the mountains and outdoor spaces), our main task is to ensure the safety of our clients, so we will be adding a series of measures that minimize the risk of contagion and spread of Covid-19.

### **GENERAL PREVENTION AND SAFETY MEASURES**

If you are suffering, or have symptoms of Covid-19 (cough, fever, respiratory distress ...) or if you have been in contact with infected people in the last 14 days, you **MUST** tell us and we will rearrange your trip for another date (transfer of dates are free of charge).

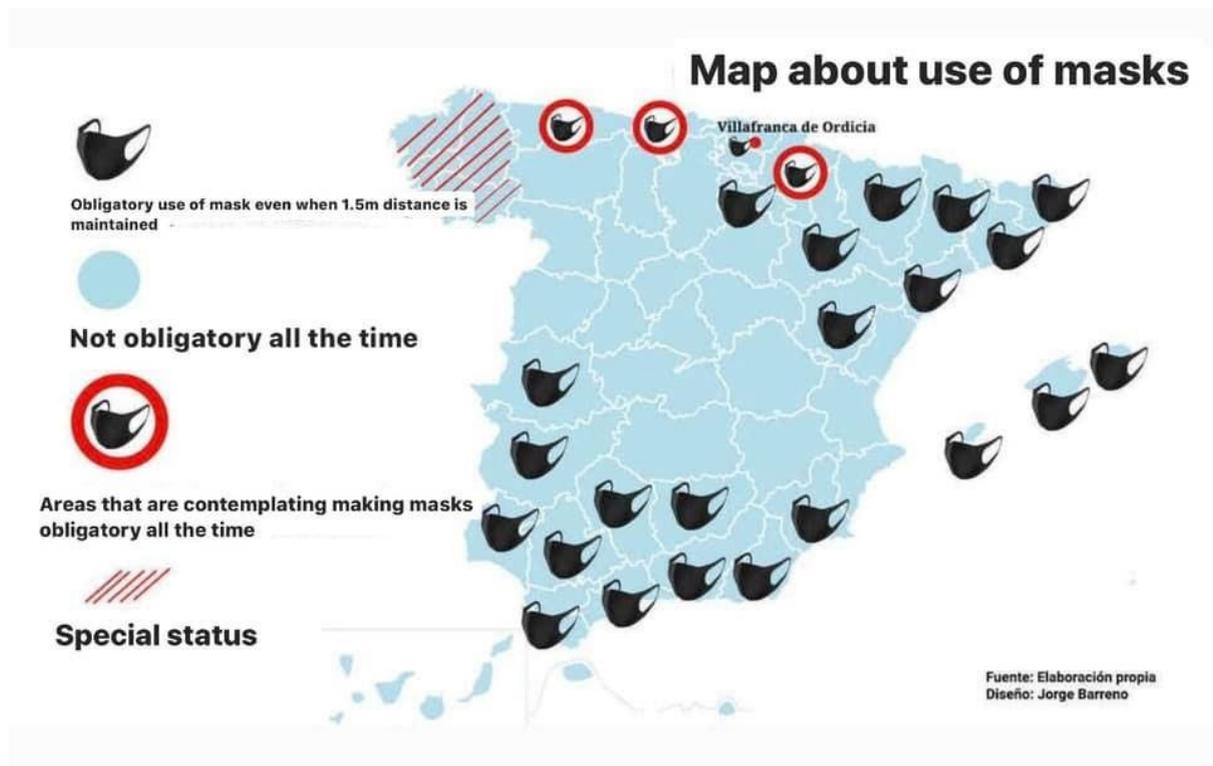
In the initial stage, we will select those activities where the distance measurements between guide-clients and clients-clients are easier to carry out.

We prefer to keep activities where the attendance of groups is as small as possible (Maximum of 25 people for day walks and 4 people for Climbing/Scrambling days).

We will check by means of a written self-declaration by email 24 hours before any trip to check no clients have had symptoms of Covid-19 in the two weeks prior to the activity. If they have had symptoms, or have been in contact with people who have symptoms, the client will not be able to carry out the activity, according to the rules of the decontamination plan.

Meeting point with clients/guides will be at the starting point of the activity/trailhead in order to avoid close contact in cars.

It is important to know that while in public and travelling around Spain, **MASKS ARE OBLIGATORY AND NOT AN OPTION!** This applies even if social distancing can be withheld. See following graph for advice.



### USING SPANISH HIGHS SERVICES:

Avoid as much as possible any physical contact between people.

Maintain a minimum safety distance of 2 meters in resting situations (before/after the activity, long stops ...). The use of masks in these cases would be recommended. A scarf or buff may also be accepted.

During the actual physical activity, increase the safety distance to 4-5 meters between clients.

During the activity, any signs that appear typical of Covid-19 symptoms, the activity must be suspended immediately.

When guides are stopping for any reason during the activity, they will notify you well in advance, so that all participants can stop while maintaining the minimum safety distance.

Extreme hygiene before the start of any trip by all participants of the group, clothes and any material that are carried. Use of frequent hand sanitizing solutions and always after any contact with others.

Avoid touching your face (eyes, nose, mouth...) or putting technical material in your mouth (ropes, harnesses etc...). Do not exchange / share food or drink with anybody.

The use of glasses/sunglasses and a baseball cap or wooly hat would be recommended, even if it would not usually be necessary under normal conditions.

On steep tracks, especially with a zigzag pattern, we will prevent clients from stopping one below the other.

In cases where there is strong wind (where the propagation of virus droplets increases), the distance between clients required will be extended up to 10 meters and if this is not possible, the use of a mask or at least a scarf or buff.

Disinfecting of kit after each use, where equipment is used for an activity.

### **THE GUARDED REFUGES (Includes Refugio Poqueira & Refugio Postero Alto)**

It is compulsory to book in advance for both overnight stays or if you are just turning up for a drink along your route! All bookings taken in advance only. If travelling in a group, only one member of that group must make the booking on behalf of the group.

The Refuge's accommodation capacity has been limited. Book with enough time to avoid disappointment and avoid Saturdays if possible.

Dinner and breakfasts will be given in shifts, times will be organised with the refuge at time of booking. If you miss your time slot, they will give you yours at the end when all other time slots have been received.

The Refuge will not have slippers for use.

The Refuge will not have blankets in the rooms, you must therefore, bring your own suitable sleeping bag to avoid being cold.

The Refuge will not have pillows in the rooms.

The refuge has towels to rent (€1) that will be washed and disinfected after each use, although you can also bring your own.

The use of a fitted sheet on the beds is mandatory. In case you do not bring your own, the purchase of said disposable sheet will be provided by the refuge at the price of €2.00 and is compulsory in the Refuge.

The use of a mask is mandatory in all the areas of the Refuge, except if you are using the dining room service or bar/canteen.

The refuge will not have available its kitchen for you to be able to make your own food, this area will be closed permanently.

Reservations will be online through our website ONLY!

The person who makes the reservation will be assigned as Group Representative and will be the only interlocutor for all aspects related to the reservation.

Larger groups will have preference over groups less than 6 people.

Due to limitations in the number of accommodation places, the minimum service per night in the Shelters will be full board (Bed, Dinner and Breakfast).

A single deposit of €20 per person, per night will be required to make the reservation. This must be paid in one payment if booking a group. The maximum cancellation period with the right to refunds will be 12 days before the date of entry.

### **Dining area**

It will be necessary to clean hands with hydroalcoholic gel or hand soap available inside the refuge and toilets before each breakfast, lunch or dinner service that is carried out.

Meals will be served in the dining room bar and each person in charge of the group will be the one to transfer them from this place to their assigned table, with the group member collecting the table and food left over and depositing it in the space designated by the refuge. The refuge will then clean each table and chairs after each sitting..

During breakfast and dinner hours, the duration of the stay in the dining room will be limited. The usual duration of the dinner/evening meal shift will be 1 hour and breakfasts will be given a 30 time slot.

You will not be allowed to leave personal trash in the Refuge. You MUST take it to the nearest town in order to deposit it in the containers designated for it.

### **Toilet and Shower areas**

The toilets, sinks and showers will be disinfected as often as possible by the refuge, and will have hydroalcoholic gel, paper and litter bins.

The use of toilets will be exclusively for guests who stay overnight or make use of the dining room service.

**Refuge opening and closing hours:**

You must get to the refuge before 19:00 each evening. Upon arrival you will need to show your ID. Only one member of a group booking must show proof upon arrival. You will then be shown your beds and given any instructions etc...

After dinner shifts and after a reasonable time of recreation (around 11pm) the Refuge's main access and exit door will be closed and will remain so until 30 minutes before breakfast, in order to prevent the entry of people without notice.

In the event a group requires departure before the established time, you must inform the refuge when booking. The refuge will try to adapt to the circumstances of the group as long as this is possible.