



COSTA BLANCA
EXPERIENCE & EMOTIONAL RESORTS

ENJOY ALL SERVICES
IN A MORE EXCLUSIVE AND SECURE WAY THAN EVER BEFORE



**COVID-19
PREVENTIVE MEASURES
MAGIC COSTA BLANCA GROUP**

Safe and magical holidays ✓

SEASON 2021

COVID-19 NEWS

Magic
cares



**INSURANCE AND MEDICAL ASSISTANCE
FREE OF CHARGE AGAINST COVID-19**

- . MEDICAL, SURGICAL AND HOSPITALISATION EXPENSES
- . EXPENSES FOR PROLONGATION OF HOTEL STAY
- . REPATRIATION OF THE SICK
- . RETURN OF THE INSURED
- . REPATRIATION OF THE ACCOMPANYING PERSON
- . MOVEMENT
- . STAY
- . TELEMEDICINE SERVICE
- . INSURED BY



**VENTILATION SYSTEMS AND QUALITY AUDIT
AND HEALTH RECOMMENDATIONS COVID-19**

- . COMPLIANCE WITH THE REQUIREMENTS RECOMMENDED BY THE MINISTRY OF INDUSTRY
- . COMPLIANCE WITH THE RECOMMENDED FUNCTIONS FOR THE PREVENTION OF THE SPREAD OF SARS-COV-2 IN HEALTH.



**PURIFIED AIR IN LIFTS WITH
ULTRAVIOLET + ION TREATMENT**

- . THE PURIFICATION FAN DEVICE INCORPORATES AN ANION GENERATOR (NEGATIVELY CHARGED IONS) AND A UV LAMP TO ELIMINATE GERMS.

Your holiday more magical and safer than ever before



SEASON 2021

COVID-19 NEWS

Will I still be able to enjoy the services and amenities of MAGIC COSTA BLANCA during my holiday?



Yes! your holiday with all services

- **YES!** Because we assure you all the services and comforts you deserve during your days off.
- **YES!** The largest in the Valencian Community. Because you will continue to have fun in our **SWIMMING POOLS AND SLIDES**.
- **YES!** Because you can relax **in your own sunbeds, reserved and disinfected with seals exclusively for you.**
- **YES!** Because you will continue to enjoy services such as our famous **ULTRA ALL INCLUSIVE** buffets.
adapted to health regulations, with prevention measures against COVID-19 and assisted for children.
We maintain our theme restaurants.



SEASON 2021

COVID-19 NEWS

- **YES!** Because you will have **your minibar refilled daily** using the refill form
(Water, soft drinks, beer, Cava will not be replenished. It will not be replenished on the day of departure)
- **YES!** Because we offer you our **bus service** to take you to the other Magic hotels available and to the best beaches in Bendidorm and this year, as a novelty, in Villajoyosa.
- **YES!** Because we will continue to offer **SPA services, ANIMATION OR EXCURSIONS,** adapting to the situation with the disinfection and hygiene measures in force.
- **YES!** Because entertainment **is not going to be missing.**
- **YES!** Thanks to our novelty of incorporating **shows and giant screens** to our pool areas.



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MAGICAL AND SAFE HOLIDAYS



At Magic Costa Blanca we comply with the most demanding requirements in terms of hygienic-sanitary; self-control system awarded by the Hotel Business Association of Benidorm, Costa Blanca and the Valencian Community, which goes beyond what the regulations establish. In addition, we belong to organizations such as the ITH, Instituto Tecnológico Hotelero, which allows us to be at the forefront of the use of new technologies to improve the quality, efficiency and sustainability of all our accommodations.

Now, more than ever, Magic Costa Blanca continues to work on measures that guarantee that you will soon enjoy a magical vacation.

We continue to energetically prepare all our hotels to ensure a well-deserved rest, placing special emphasis on the satisfaction and safety of all our guests and employees.

In this way, we have been applying and devising different measures for weeks preventives based on the proposals of official bodies; actions that will be expanded and updated.

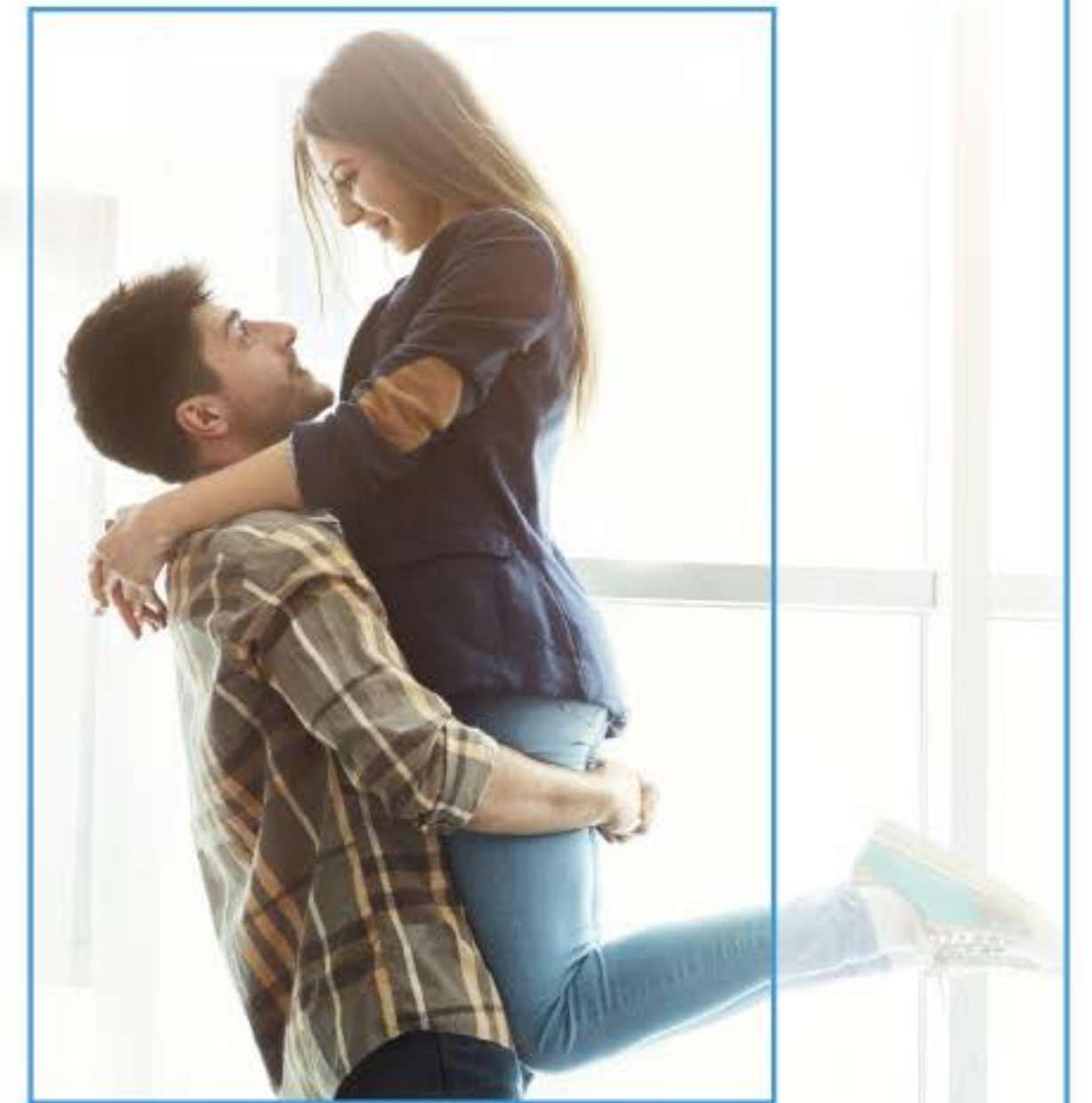
My parents did...

*Online
Booking*

QUIET FROM THE MOMENT OF YOUR BOOKING

We want your Magic experience to continue to be relaxing, fun, and safe. Therefore, we have established general and specific actions for each service that is provided in our accommodations. The main actions that we have established are the following:

- Implementation of a protocol of hygienic security measures
- sanitary in all our establishments by all our staff.
- Reduction of capacity both in the establishment and in the common areas and restaurants.
- Use of elevator by family unit groups.
- Increase of points of disinfectant gels by implementing the existing ones.
- Availability of protection kits for clients and staff.
- Training of all personnel by departments.
- Separation of hammocks of at least one and a half meters.
- Different information points to know the preventive measures and actions: digital screens, signage, APP ...
- Check-in through the APP: faster and more secure.
- Frequent analysis carried out by external laboratories.
- Health control of workers at the entrance.
- Every worker disinfects their uniform daily before access to job.



A WARM AND SAFE WELCOME

In addition to exhaustive general measures, at Magic Costa Blanca we are working to apply a series of specific preventive actions for each service. In this way, we minimize risks from the moment you set foot in our accommodations. As soon as you enter, in our receptions we will already have the following protocols.

- On arrival, hand disinfection and temperature measurement.
- Installation of screens in the reception.
- Safety distance with the receptionist.
- Luggage protector for luggage in storage.
- Delivery of keys and bracelets with disinfection treatment.
- Delivery of the protocol of hygienic-sanitary measures to comply within the establishment.
- Check-in online.
- Check-out express.



ENJOY YOUR HOLIDAYS

Restaurants and Buffets:

- Mandatory use of hydroalcoholic gel at the entrance.
- Individualized dishes.
- Staff reinforcement for more personalized service.
- Increase of partitions and separation of tables and chairs.
- Placemats.
- Continuous disinfection of machines, tables, chairs ...
- Disinfection of fruit and vegetables with bleach for food use and delivered in individual packaging.
- Possibility of room service.
- All personnel working in the food and beverage departments restoration will wear approved masks and gloves.
- Monodose of salt, vinegar, oil ...
- Possibility of reservation by turns in our excursion machine to limit the capacity.
- Exhaustive control of the temperature of washing trains for dishes, utensils and cutlery.

We know that restoration is a part fundamental of the Magic experience. Therefore, in addition to the rigorous and meticulous hygienic-sanitary measures that we usually apply, we will proceed to implement the following actions so that you can continue to enjoy every leisure moment in our bars, restaurants and buffets with ease:



Bar:

- Reduction of capacity.
- Expendable as straws with hermetic closure.
- In the bars it will only be served and will not be consumed.
- Individual sugar bowls that the waiter will put.
- Installation of screens.
- Safety distance.

Another of the fundamental aspects in your vacation is relaxation and cleaning your room, so we are going to redouble our efforts both inside and outside your resting place. Our team will reinforce hygiene, both rooms as in all corridors and the common areas.

DO NOT WORRY ABOUT ANYTHING

- Cleaning by the waitresses with masks and gloves.
- The cleaning material will be individual for each room.
- Informative poster that your room has been disinfected with procedures.
- Disinfection after each departure and prior entry of a new customer.
- All our lingerie and clothes are sent to our laundry which follows a process of disinfection and washing at high temperatures.
- Cleaning will not be done when the client stay in the room.
- At the client's request, cleaning kits will be provided.
- The common areas have a cleaning protocol and very thorough disinfection.

PLAY AND RELAX

You cannot conceive a vacation without having time to disconnect and play. For this reason, at Magic Costa Blanca we have services for children and adults to enjoy their rest time. The smallest of the house are a fundamental piece and they deserve to enjoy with all the guarantees, both with our Animation team and in elements such as the Game Experience.

Activities & entertainment:

- Access control and capacity.
- New activities adapted to the situation.
- Outdoor shows.
- Game Experience with shifts and the machines will have use covers individual and gloves will be delivered that will be discarded upon departure.
- Hand disinfection before accessing any play area as well as of the objects that there are.

Spas:

- Reduction of capacity and limitation of access to water areas.
- Mandatory reserve access to the SPA to leave space between clients to be able to disinfect all the facilities.
- Disinfection with type C2 ultraviolet light after each treatment.
- The treatments will be carried out with gloves, a mask, a gown and shoe covers, all disposable.
- Individual use sheets will be used.
- Mandatory shower before accessing the SPA facilities.

WE TAKE CARE OF YOU

Our technical team will continue to strive every day to guarantee that your holidays pass in complete safety. For this reason, the Technical Services area will continue to provide service and additional specific actions will be applied. Updating and improving the measures implemented in the dossier.



- Continue cleaning of air filters in rooms and common areas.
- In the case of needing a repair, they will be done without the presence of the client. If this is not possible, the safety distance will be maintained counting on protective equipment.
- Ventilation and constant air renewal.
- Temperatures will remain between 23° and 26°.
- After any repair, the area will be disinfected.



MAGIC COMMITMENT

From Magic Costa Blanca we have always followed the premise that any prevention is little to guarantee the safety of our clients.

With all these measures, we want to reduce risks and contribute to peace of mind of all our guests and human team.

We are convinced that we will have your trust so that you can live your well-deserved rest with us.

We hope to give you this year (and many more) a warm and safe welcome to a MAGICAL vacation.



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