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At Magic Costa Blanca we comply with the most demanding requirements in terms of hygiene and health; a self-control system awarded by the Hotel Business Association of Benidorm, Costa Blanca and the Valencian Community, which goes beyond what is established by the regulations. In addition, we belong to organizations such as the ITH, (Instituto Tecnológico Hotelería), 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 to ensure that you will soon enjoy a magical holidays. We continue to work hard to prepare all our hotels to ensure a well-deserved rest, placing special emphasis on the satisfaction and safety of all our guests and staff, and have been applying and devising different preventive measures based on the proposals of official bodies for weeks, actions that will be extended and updated.

MAGICAL AND SAFE HOLIDAYS
We want to keep your Magic experience relaxing, fun and safe. Therefore, we have established general and specific actions for each service provided in our accommodations. The main actions we have established are the following:
- Implementation of a protocol of hygienic-sanitary security measures in all our establishments by all our staff.
- Gauging control both in the establishment and in the common areas and restaurants.
- Use of elevator by family unit groups.
- Increase in the number of disinfectant gel points by implementing the existing ones.
- Availability of protection kits for customers and staff.
- Separation of hammocks of at least one and a half meters.
- Different information points to know the measures and preventive actions: digital screens, posters, APP...
- Check-in through APP: faster and safer.
- Frequent analyses made by external laboratories.
- Health control of workers at the entrance
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 come to our accommodations. As soon as you enter, we will have the following protocols in our receptions.

- On arrival, hand disinfection and temperature taking.
- Installation of screens at reception.
- Security distance from the receptionist.
- Luggage protection for luggage on consignment.
- Delivery of keys and bracelets with disinfection treatment.
- Delivery of the protocol of hygienic-sanitary measures to be fulfilled within the establishment.
- Check-in online
- Check-out express.
We know that restoration is a fundamental part of the Magic experience, which is why, 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 moment of leisure in our bars, restaurants and buffets with peace of mind:

SAVOR YOUR HOLIDAYS

Restaurants and Buffets:

- The use of hydroalcoholic gel at the entrance is required.
- Staff reinforcement for a more personalised service.
- Enhanced screens and separation of tables and chairs.
- Individual tablecloths.
- Continuous disinfection of machines, tables, chairs...
- Disinfection of fruit and vegetables with food-grade bleach and delivery in individual packaging.
- Possibility of room service.
- All staff working in the food and catering departments will wear approved masks and gloves.
- Possibility of booking by turns in our excursion terminal desk to limit the capacity.
- Exhaustive temperature control of dishwashing trains for dishes, kitchenware and cutlery.
Bars:

- Reduction of capacity.
- Fungible as straws with a hermetic seal.
- In the bars will only be served and will not be consumed.
- Individual sugar bowls to be placed by the waiter.
- Installation of protective screens.
- Safety distance.
Another of the fundamental aspects of your holidays is the relaxation and cleaning of your room, so we will redouble our efforts both inside and outside your place of rest. Our team will reinforce hygiene, both in the rooms and in all the corridors and common areas.

REST AND DON’T WORRY ABOUT ANYTHING

- Cleaning by the waitresses with masks and gloves.
- Cleaning material will be individual for each room.
- Information notice that your room has been disinfected with the procedures.
- Disinfection after each exit and before the entrance of a new client.
- All our clothes and linen are sent to our laundry which follows a process of disinfection and washing at high temperatures.
- Cleaning will not be carried out when the client remains in the room.
- At the client’s request, cleaning kits will be provided.
- The common areas have a very thorough cleaning and disinfection protocol.
You can’t conceive of a holidays without having time to disconnect and play. That is why at Magic Costa Blanca we have services for children and adults to enjoy their time off. The little ones are a fundamental part of the house and deserve to enjoy themselves with all the guarantees, both with our entertainment team and in elements such as the Game Experience.

**Activities & entertainment:**

- Access and capacity control.
- New activities adapted to the situation.
- Outdoor shows.
- Game Experience with turns and the machines will have individual use covers and gloves will be given away to be disposed of at the exit.
- Hand disinfection before access to any play area as well as any objects.
Spa:

- Gauging control and limited access to water areas.
- It is compulsory to reserve access to the SPA to leave space between clients in order to disinfect all the facilities.
- Disinfection with type C2 ultraviolet light after each treatment.
- The treatments will be carried out with gloves, mask, gown and footwear cover, all of which are disposable.
- Single-use sheets will be used.
- Shower is required before entering the SPA facilities.
WE CARE OF YOU

Our staff will continue to work hard every day to ensure that your holiday is a completely safe one. For this reason, the Technical Services area will continue to provide service and apply extra specific actions, updating and improving the measures implemented in the dossier.

- Cleaning of air filters in rooms and common areas will continue, and in the event that repairs are needed, they will be carried out without the client being present. If it is not possible, the security distance will be maintained by having the protection equipment.
- Temperatures will be maintained between 23º and 26º.
- After any repair, the area will be disinfected.
MAGIC ENGAGEMENT

At Magic Costa Blanca group we have always followed the premise of taking all possible measures to guarantee the safety of our clients.

With all these actions, we want to reduce risks and contribute to the peace of mind of all our guests and staff, and we are sure that we can count on your trust to help you enjoy your well-deserved rest.

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