

HOTEL
R I O M A R
IBIZA

—
TRIBUTE PORTFOLIO

R I O M A R CARE

By design, the new Hotel Riomar was conceived to have within its core values the positive aspects of the future: a relaxed space for escaping to, a wellness sanctuary to explore from and return to having invigorated oneself with the delights of our location — where the river meets the sea.

We term this approach '*Conscious Luxury*'. A more caring solution to service, ensuring that guests feel they are in a safe environment rather than pertaining to a highly-serviced space. Identify the difference.

At Hotel Riomar, we take care. We do this with our **Riomar CARE** programme, a unique seal of approval in response to the new-normal, setting out our commitment to giving our guests peace of mind through safety and well-being, respecting the type of stay a guest wants to have wherever possible.

This also includes new measures we are implementing throughout our hotel relating to hygiene, sustainability, social commitment and technology.

Riomar CARE Overview

- Increased safety and health standards.
- Demanding protocols that offer a safe stay without compromising on the quality of service standards.
- New ways of interacting with guests.
- Redistribution of spaces.
- New cleaning protocols.
- New guest services including self check-in and keyless entry (via Bonvoy)
- Food and drink safety awareness protocols for all of our team.

Our team observes the following hygiene guidelines:

- Hand washing every 30 minutes.
- Hand sanitisers and wipes to be made available where necessary.
- Masks are mandatory for all of our team.
- Scheduled sanitising of all shared surfaces every 30 minutes.
- Increased cleaning across the board with an external agency deep sanitisation every 10 days of public areas.
- Staff are advised to not use any physical gestures between themselves or our guests (no handshakes, high fives, fist bumps etc.).
- Obligatory testing every 14 days.

