Dear Guests & Partners,

The Villa Magna has always prioritized the health and safety of our guests and our team members and in these unprecedented times there is no difference.

We have undertaken a complete review of all our health and hygiene standards as stipulated by the governmental authorities and health specialists.

As we prepare to reopen the hotel on September 1st, we will train the team and adapt our operation to ensure the highest level of service, while ensuring that we maintain the strictest level of health and hygiene security. A complete property wide disinfection and deep cleaning programme will be implemented prior to the reopening followed by Bureau Veritas certification.

We will offer advance check-in to avoid contact and reduce traffic in our lobby, the possibility to opt out of room cleaning, as well as reviewing the In Room Dining protocols to ensure we serve each guest based on their personal preference. And, of course, there will be a doubling down on cleaning all “high touch” areas with special products to ensure our guest and employees are safe.
Arrival

- Prior to entering your limousine at the airport, the vehicle will be sanitized.
- Upon arrival at the Villa Magna your luggage will be sanitized.
- We will provide a seamless check in to avoid contact and waiting time at the Reception desk.

Guest Rooms and Suites

- The hotel uses extensive cleaning protocols to prepare rooms and suites after each guest departs and before the next guest arrives.
- Our housekeeping team will only enter your room when you are out there by maintaining social distancing.
- When cleaning guest rooms, we pay particular attention to high-touch areas.
- All bed linen and laundry are changed daily and washed at a high temperature.
- Regular cleaning of air filters and air conditioning systems by our maintenance staff.

Guest and Public Areas

- Hand sanitizer will be available in key locations, including main reception, lobby, guest elevator landings, spa reception and fitness area.
- Elevators will be limited to individual guest use or family groups only, to avoid close proximity.
- We will clean and disinfect surfaces and common areas with increased frequency, particularly lift panels and buttons, door handles, light switches, tabletops, chairs and all high touch surfaces.
- Social distancing guidance will be clearly displayed in public areas throughout the hotel.
Food and Beverage

- The Restaurant will also observe social distancing and comply with the government mandated seating limits.
- All menu items will be offered a la carte, including breakfast, at the Restaurante Villa Magna.
- The area will be deep cleaned and sanitized every hour and after each service, including tables, chairs, menus and payment machines.
- In room dining will also operate under new guidelines to ensure your safety and social distancing.
- Implementation of enhanced food safety and hygiene protocols for the Restaurant and In Room Dining.

Team Members

We want to ensure that our team remains healthy at all times:
- Team members will receive training of our new standards.
- Each member of team must strictly comply with the protective measures recommended by the Spanish National Health System.
- The measures include hand hygiene, the wearing of masks and social distancing.
- Our prevention program includes continuous health checks.
- Employees will also be asked to stay home and seek medical attention if they, or someone in their household, has any COVID-19 symptoms.

As always if you would like to discuss any of this points or request anything specific for your stay, do not hesitate to let us know after all this has been your home in Madrid for many years and we cannot wait to see you back.