



## APARTMENTS' INFORMATION

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## You can feel safe

Els Llacs Mountain Apartments team would like the preparation and enjoyment of holiday time be the only thing that our customers have to think about.

Visit Andorra, book your stay at Els Llacs Mountain Apartments and enjoy an unforgettable and safe experience. We guarantee that we are up to date in the prevention of the infection and spread of Covid-19.

Faithful to our company culture, we put people first: guests and employees are our priority. To protect them and guarantee your well-being we have worked to apply the current regulations of the Principality of Andorra on the Covid-19 and to guarantee the safety and protection of Els Llacs mountain apartments. Today we can be proud to be up to date in the prevention of the contagion and spread of the Covid-19.

Even so, our group has created, for all its establishments, a Safety Committee made up of managers from various departments of the company who, in collaboration with the Ministries of Health and Tourism and companies approved in terms of health and safety, have established an Action and Continuity of Activity Plan. This action program covers the action protocols for preventing the infection and spread of Covid-19.

Aware that this pandemic situation produced by the Covid-19 will be evolutionary, our action and continuity plan will be updated periodically to adapt to the new standards set by the WHO, health authorities, supplier companies and all those approved and official bodies, in order to include the latest recommendations to improve prevention, and to combat the spread of the Covid-19.

The current action plan for the prevention of the propagation and spread of Covid-19 is developed along the following lines:



### **Safe environment**

All staff have completed the 2 immunological tests carried out by the Ministry of Health of the Andorran Government and the results are negative.

The continuity plan has been communicated and explained to all staff.

All staff have the necessary equipment to carry out their work

30% reduction in occupancy capacity. One apartment out of three will not be rented while Covid-19 is still considered an epidemic in our area.

Our Kids Club will be temporarily closed.

Cleaning and disinfection protocols for the entire building with bactericidal and viricidal products.

Hydroalcoholic gel dispenser in all common areas.

Implementation of on-line processes for check-in/out, and communication with the guest.

Digitization of documents and on-line access.

Internal communication and signaling recalling the basic rules of distance and safety.

General information on Covid-19, security measures of the Principality of Andorra, health centers and pharmacies is available to our guests.

24-hour home medical service.

Installation of an antibacterial laminate on all contact surfaces in public areas that eliminates bacteria within 10'.

A risk coordination plan has been established with approved service providers.



## **Reception**

Safety distance between people:

Screen placement at the reception desk.

Online processes. It is recommended that guests complete their check in/out process through the App and use all its services: service and information directory of the apartments; client-reception communication; breakdown report; list of activities.

Reception schedule:

The reception will be open a reduced number of hours as a preventive measure against Covid-19.

Always available on whatsapp from 8AM until 8PM  
Available 24h via whatsapp, emergencies only.

Disinfecting room opening cards.

Standards information and internal signals.  
Hydroalcoholic gel dispenser.



### **Cleaning service**

More frequent cleaning of common areas.

Use of approved cleaning products.

Cleaning will be done by only 1 person. Except in specific cases, informing the director and taking the appropriate measures.

Unique and exclusive cleaning equipment for each apartment.

The cleaning will be done without the guests inside the apartment.

All objects and equipment will be disinfected and protected.

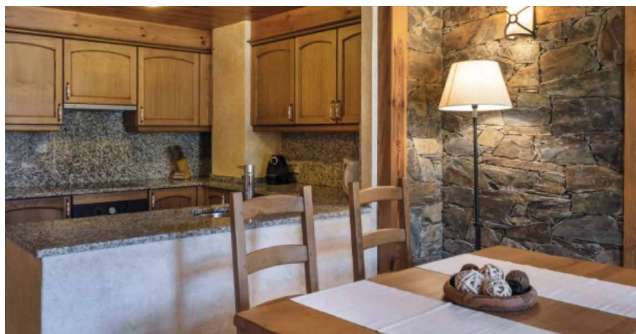


### **Maintenance service**

The service will be carried out without the guests inside the apartment.

The service will be carried out by only one person, except in cases of exception or emergency, informing the director and taking appropriate actions.

Personal and non-transferable tools or in the case of machinery and common equipment will be disinfected after use.



## Policies

All people hosted at ELS LLACS APARTMENTS must respect the following rules and regulations, by checking in into the apartment you accept these rules as a contract. Otherwise the management of the hotel reserves the right of admission and permanence.

**Check-in and check-out:** The check-in time for the apartments is as at 4PM. On the day of departure, the check-out for the apartments is until 11AM. After that time, the establishment will be entitled to charge an extra night according to the current rate.

**Check-in:** The person responsible for the reservation must leave their credit card and sign a written authorization or leave 150€ as a security deposit in cash.

**Admission right:** Els Llacs reserves the right to admit occasional visits and in no case will they be allowed access into the apartments. In case of disobedience, the hotel reserves the right of requesting the immediate exit of the visitors.

**Damages:** In case of damaging the building, the furniture or loss of key card, the client will be responsible for paying the damages caused and/or replacement. The charge will vary depending on the severity of the damage/loss.

**Cleanliness:** The guests have to leave the apartments in a clean condition. Otherwise the reception will charge an extra fee for the cleaning of the apartment.

**Entrance and exit during the night:** The client has access to the main entrance of the apartments with the same card used to enter their private apartments. Silence during the night: After 10PM the noise level must be reduced to a minimum. Also respect the nocturnal silence in all apartments and common areas.

**Valuables:** The administration is not responsible for the loss of jewellery, money, documents or other valuables of any kind kept in the rooms, as there is a safe box for safekeeping.

**Non-smoking:** Smoking is not allowed inside the apartments or in common areas.

**No skis and boots allowed inside the apartments:** Each guest has a key to the ski lockers on the -6 floor for safe keeping of equipment when they are not in use. It is forbidden to bring them up to the apartments with you.

**Spa:** It is strictly forbidden to enter the Spa with street shoes. Children under the age of 16 must be accompanied by an adult. The Spa area is a relaxing space where all people must respect silence.

## Pets friendly

We know how important your pet is to you, this is why we want you to enjoy your vacation in Andorra with it.

In order for your stay to be pleasant and not to create any discomfort for the other guests of our apartments, we ask you to bear in mind the following rules:

We admit a maximum of one pet per apartment (inquire about the possibility of having two provide they are small): exclusively domesticated dogs and cats, up to a maximum weight of 25 kg, and always with prior reservation.

We apply an extra charge of € 10.45 per pet per day.

Pets must be tied with a leash or be inside a transport bag when they are in common areas and passage zones to access the apartments. Pets are not allowed in the spa area, gym or playground.



To avoid your pet feeling sad, crying or barking and thus bothering other guests, your pet cannot be left alone in the apartment under any circumstances. At the time of cleaning the apartment, your pet should be outside or otherwise be maintained in its transport bag or controlled by its owners.

Upon your arrival, we will ask you to show us your pet's vaccination card. Your pet must also be dewormed. Remember that when travelling to Andorra with your pet it must be identified by microchip, vaccinated against rabies and have its "Pets Passport". In case of doubt about the Andorran travel requirements for your pet, please contact the Government's Agriculture Department at (+376) 875 703.

As the owner of your pet, you are solely responsible for any noise it makes. We ask you to do everything possible so it does not interfere with the tranquility of other guests. If it is determined that your pet affects the comfort of other guests, we will have to request for your pet to be hosted outside of our property. We reserve the right to terminate your stay if your pet bothers other guests without the right to claim compensation and with immediate effect.

Pets are not allowed to climb on the apartments or the room's furniture (beds, sofas, chairs...), or to use the bathrooms or showers. We ask you under no circumstances to use the linen of the apartments (towels, sheets, quilts ...) to clean your pet.

As you can see, these are basic and "common sense" rules with which we only want to ensure a good coexistence between our guests with pets and the rest of the guests staying in the apartments.

Upon your arrival, we will ask you to sign these rules as a compliance commitment.

We wish you a happy stay with your pet!

## Regulations for the use of spa facilities - gym and terrace

We inform you that the spa, gym and solarium area are open for the exclusive use of our clients. Due to the health measures to prevent the spread of Covid-19, established by the Government of Andorra, we have established the following rules of use:

Hours: from 09 to 20 hours

## Open and operational facilities

Gym

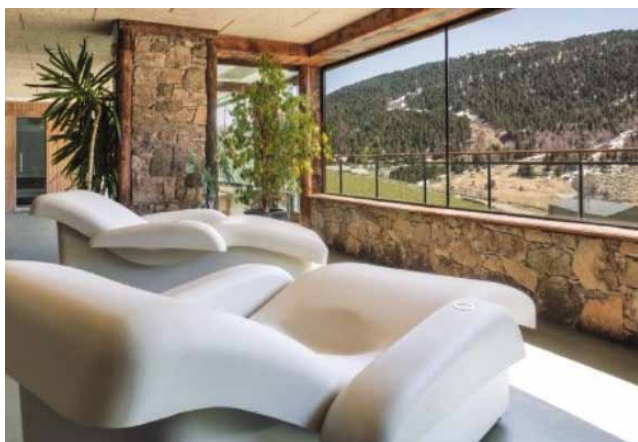
Indoor Jacuzzi

Outdoor Jacuzzi

Terrace

Turkish bath (can be used by people from the same bubble)

Sauna (can be used by people from the same bubble)



## Non-operational facilities

Kids Club

Changing rooms

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*Clean your hands at the entrance with the hydro-alcoholic gel.*

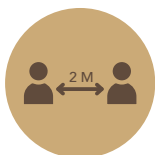
*Make use of the mask in the gym and when moving around the spa.*

*Make use of the pool towels that you will find in the room.*

*Do not move the hammocks and respect the safety distance between people of 1.5 meters.*

*We have a limited capacity of 8 people.*

*We would appreciate it if you respect the regulations for everyone's safety.*



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## Services

**Reception:** will be open a reduced number of hours as a preventive measure against Covid-19.

Always available from 8AM to 8PM on whatsapp (+376 607162) and 24/7 emergency assistance.

**TV and reading room:** floor 0

**SPA:** jacuzzi, sauna and Turkish baths on the floor -5. Open from 9AM to 8PM.

**Gym area:** floor -5. Ages 16 and over. Open from 9AM to 8PM.

**Indoor parking:** floor -6 and -7. There is an extra cost of 10.45€/day/car.

**Ski locker service for safely storing all equipment:** floor -6

### Extra cleaning and laundry service:

Cleaning and linen change can be requested at an additional cost. Includes cleaning of the kitchen (dishes, equipment and floor), bathrooms, glass, terrace or balcony and change of linen (sheets used).

24.00€ apartments for 2 or 4 people

36.00€ apartments for 5 to 10 people

### If you just want fresh towels or linen:

Change of towels: 3,00€ per unit

Change of linen: 3,00€ per unit

**Massage services on request. Massage room:** floor -5

**Central and individual heating in the entire building**

**Vending machines:** floor -5

There is the option of a late check out with an extra charge, always upon request.


## TV channels

1. La 1 (spanish)
2. La 2 (spanish)
3. Antena 3 (spanish)
4. Cuatro (spanish)
5. Telecinoc (spanish)
6. La Sexta (spanish)
7. Teledport (spanish)
8. ATV (catalan)
9. Euronews (english)
10. TV3 (catalan)
11. 3/24 (catalan)
12. 33 (catalan)
13. Super 3 (catalan)
14. Esport 3 (catalan)
15. 8 TV (spanish)
16. Pirineus TV (catalan)
17. TF1 (french)
18. France 2 (french)
19. France 3 (french)
20. Arte (french)
21. M6 (french)
22. NRJ 12 (french)
23. Direct 8 (french)
24. TV5 Monde Europe (french)
25. BBC World (english)
26. CNN International (english)
27. RTP (portuguese)
28. TVI International (portuguese)

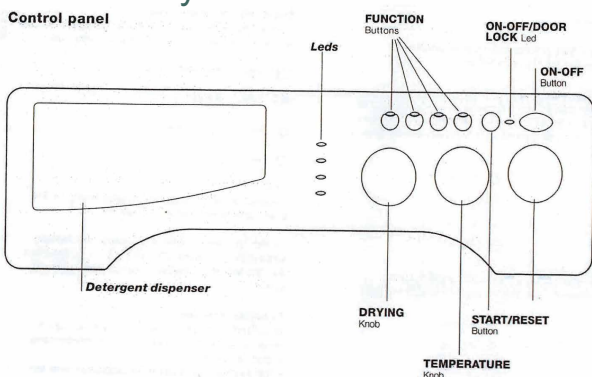
## Thermostat

Once you are in the apartment, the thermostat will show on the screen the ambient temperature that we currently have inside the apartment.

If you want to increase the temperature, you will have to click on the (+) key and if you want to lower it, you will have to press the (-) key. At all times you should pay attention that the ON signal is lit on the left side of the screen. Once we have selected the desired temperature, the screen will revert to the room temperature of the apartment until it reaches the temperature that was previously set.

To completely turn off the heating, press the MODE key and make sure that the following little picture appears in the center of the screen 

## Washer - dryer



**Detergent dispenser:** to add detergent and fabric softener.

**Leds:** to find out which wash cycle phase is under way.

**Drying knob:** to set the desired drying cycle.

**Function buttons:** to select the functions available. The button corresponding to the function selected will remain on.

**Temperature knob:** to set the temperature or the cold wash cycle.


**Start/Reset button:** to start the programs or cancel any incorrect settings.

**On-Off/door lock led:** to find out whether the washer-dryer is on and if the appliance door can be opened.

**On/off button:** to turn the washer-dryer on and off.

**Program knob:** to select the wash programs. The knob stays still during the cycle.

## Starting a programme

Switch the washer-dryer on by pressing the button . All the leds will light up for a few seconds and the ON-OFF/DOOR LOCK led will begin to flash.


Load your laundry into the washing machine and shut the appliance door.

Set the PROGRAMME knob to the program required. Set the wash temperature.

Set the drying cycle if necessary.

Add the detergent and any fabric softener.

Start the program by pressing the START/RESET button pressed for at least 2 seconds.

When the program is finished, the ON-OFF/DOOR LOCK led will flash to indicate that the appliance door can be opened. Take out your laundry and leave the appliance door open to allow the drum to dry. Turn the washer-dryer off by pressing the button .

**PROGRAMME TABLE**

Types of fabric	Program	Temperature	Duration (minutes)
<b>Standard</b>			
<b>Cotton</b>	1	90°C	155
<b>Cotton</b>	2	90°C	150
<b>Cotton</b>	2	60°C	140
<b>Cotton</b>	2	40°C	125
<b>Cotton</b>	3	40°C	85
<b>Synthetics</b>	4	60°C	83
<b>Synthetics</b>	4	40°C	70
<b>Wool</b>	5	40°C	50
<b>Delicate fabric</b>	6	30°C	45
<b>Drying cotton</b>	7		
<b>Drying delicates</b>	8		
<b>Time 4 you</b>			
<b>Cotton</b>	9	60°C	60
<b>Synthetics</b>	10	40°C	40
<b>Synthetics</b>	11	30°C	30
<b>Sport</b>			
<b>Sports shoes</b>	12	30°C	50
<b>Sports clothes</b>	13	30°C	60

## Setting the temperature

Turn the TEMPERATURE knob to set the wash temperature. The temperature can be lowered, or even set to a cold wash.

## Set the drying cycle

Turn the DRYING knob to set the desired drying type. Two options are available:

Based on time: from 40 minutes to 180.

Based on the damp level of the dry clothes:

Iron: slightly damp clothes, easy to iron.

Hanger: dry clothes to put away.

Cupboard: very dry clothes, recommended for towels and bathrobes.

## Dry only

Turn the PROGRAMME knob to one of the drying settings (7 – 8) depending on the type of fabric, then select the desired drying type using the DRYING knob.

A spin cycle is carried out during the drying if you have set a cotton program and a level of dryness (cupboard, hanger, iron). For cotton loads of less than 1kg, use the drying program designed for delicate fabrics.

DRYING TIMES (minutes)				
Type of fabric	Maximum load	Cupboard	Hanger	Iron
Cotton and linen	5kg	180	170	140
Cotton	5kg	180	170	140
Wool and cotton	3kg	140	120	100
Acrylics	1kg	70	65	60
Nylon	1kg	70	65	60

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