

VINCCI  CARE

VINCCI HOTELES TAKES CARE OF YOU

[vinccihoteles](https://www.vinccihoteles.com)

Vincci Hoteles presents **VINCCI CARE**, a hallmark of outstanding quality that operates under a single message: "Vincci Hoteles takes care of you", which sums up the hotel chain's commitment to offering trust through the care and well-being of its guests and staff, respecting to the utmost degree the type of stay that each guest wishes to have.

**VINCCI CARE** encompasses all the measures that the hotel chain had already developed and implemented during its years of history relating to hygiene, sustainability, social commitment, technology and guest well-being; and all those that are now being implemented to respond to the current situation, with the aim of providing maximum trustworthiness.

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# WE TAKE CARE OF OUR GUESTS

# 01

At Vincci Hoteles, we are working on an **internal action plan** for the entire chain, which strengthens the high standards of hygiene and quality that we already had in place. A plan in which standards are raised even further by creating demanding protocols that enable guests and employees to be cared for, meeting the new challenges in these areas.

## LINES OF ACTION

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- ✓ High standards of hygiene and safety.
- ✓ Maximum quality in facilities and services.
- ✓ Fire protection systems and emergency plans.
- ✓ Pest control.
- ✓ Sanitary cleaning.
- ✓ Water treatments.
- ✓ Hygienic and bacteriostatic units.
- ✓ Access systems and CCTV.
- ✓ Health and food analysis control.

## ADDITIONAL LINES OF ACTION

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- ✓ Increased safety and health standards.
- ✓ Demanding protocols that offer a safe stay without compromising on quality standards.
- ✓ New ways of interacting with guests.
- ✓ Redistribution of spaces.
- ✓ New cleaning protocols.
- ✓ New services.
- ✓ Increased food safety.

# WE TAKE CARE OF OUR GUESTS

# 01

We are working on various areas of activity, **strengthening the high standards of hygiene and well-being** we already had, to adapt to the needs of our guests and to the current situation, thus **improving their travel experience**.

## SAFETY AND MONITORING

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- ✓ Selection of certified suppliers.
- ✓ Specialized hygiene and cleaning audits.
- ✓ Strict protocols with suppliers of incoming goods.

## WORK ORGANIZATION

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- ✓ Modification of hygiene and safety procedures.
- ✓ Creation of specific protocols.
- ✓ Redesigning operations for improved safety.

## PROTECTION SYSTEMS

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- ✓ Personal protective equipment for customers/staff.
- ✓ Control hygiene measures in communal areas.

## TRAINING AND INFORMATION

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- ✓ Ongoing training on healthcare and safety.
- ✓ Customer safety information and recommendations.

# WE TAKE CARE OF OUR GUESTS

# 01

## CLEANING AND HYGIENE

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- ✓ Disinfection of textiles.
- ✓ Disinfection of facilities.
- ✓ Suitability of guest amenities service.
- ✓ Use of new, safer, and more hygienic materials.

## TECHNOLOGY

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- ✓ New tools reduce contacts and risks.
- ✓ Automation of guest actions to ensure reduced contact.
- ✓ Administrative improvement, reduction in waiting time.

## EVOLUTION OF F&B SERVICE

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- ✓ Operational reorganization of sales outlets.
- ✓ Distribution and adaptation of new spaces.
- ✓ Restricting of opening hours of sales outlets.
- ✓ Service - Zero contact - customer choice.
- ✓ Automation of processes.
- ✓ Design of new presentation formats.
- ✓ Disinfection of bedding, material, table linen.
- ✓ Redesign of gastronomical concept.
- ✓ New product formats.

# WE ARE TAKING CARE OF WHAT MATTERS TO GUESTS

# 02

In our hotel chain we are making a clear commitment to keeping travel excitement alive. At Vincci Hoteles, **we want to keep the will to travel** and discover the world going strong, but in a new way, adapted to the global context.

Our aim is to ensure that guests continue to enjoy the services of Vincci Hoteles while maintaining the highest quality standards.

## CARING ABOUT SUSTAINABILITY AND SOCIAL COMMITMENT

**By taking care of the environment,  
we take care of ourselves.**

Vincci Hoteles maintains its commitment and its sustainable business model:

- ✓ Minimizing impact on the environment and the local culture.
- ✓ Carrying out social work in the communities in which it operates.
- ✓ Choosing a lifestyle that is responsible with our environment and our travel planning.
- ✓ Complying with the strictest certifications: ISO14001, Travelife, Q for quality, Sicted.



## COMMITMENT TO WELL-BEING

Caring for the body and mind of our guests has always been another of the group's commitments, through:

- ✓ Healthy and sustainable gastronomy.
- ✓ Fresh local produce.
- ✓ Thorough supplier monitoring.
- ✓ Dishes adapted to any special food needs.
- ✓ Fitness offerings.
- ✓ Nammu Áreas Spa wellness line.



# WE TAKE CARE OF THE PEOPLE WHO TAKE CARE OF OUR GUESTS

# 03

**The people who take care of our guests**, our workforce.

A Vincci Hoteles trademark, our team of highly qualified and devoted professionals, that's used to following very demanding in-house protocols, is kept up to date, through **continuous training**, which is now expanded and reinforced due to the health crisis and is all set for the reopening of our establishments:

## CONTINUOUS TRAINING

- ✓ Regulations.
- ✓ Certifications.
- ✓ Protocols.

As part of the chain's commitment, VINCCI CARE also takes care of them so that they can carry out their work with the utmost guarantees and, in turn, continue offering the highest quality service to travellers.

In short, Vincci Hoteles brings together under VINCCI CARE all the services geared towards the well-being of our guests, customers, and employees, and we strive to continue providing the best travel experience.

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# HEALTH COVER DURING YOUR STAY

Vincci Hoteles has joined forces with Quirónsalud, a leading hospital group in Spain, to offer health cover to its guests at all Group accommodation in the country. It thus becomes one of the few Spanish hotel chains to offer this type of assistance free-of-charge throughout an entire stay at its hotels in Spain.

The agreement with Quirónsalud reflects a deep commitment by Vincci Hoteles to the well-being of its guests, which is embodied in its unique VINCCI CARE label, which has a single message: "Vincci Hoteles takes care of you". This label encompasses all the measures that the hotel chain had already developed and implemented during its nineteen years of history relating to hygiene and cleaning, safety and control at hotels, work scheduling, the food & beverage service, sustainability, social commitment, technology and guest well-being; and all those that have been implemented recently to respond to the current situation, with the aim of providing maximum trustworthiness.

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# HOSPITALITY FOR VINCCI HOTELES



## BENEFITS

- ✓ In-person and online medical care as a "gift" from the Vincci Hotel group to its guests.
- ✓ Ambulance transfer if required.
- ✓ No cost for the customer.
- ✓ Premium admission process.
- ✓ No language barriers.
- ✓ Insurance company paperwork managed.

## GOALS

- ✓ Provide medical care for the customer as a sign of safety and trust.
- ✓ Develop a new "customer experience" concept; providing peace of mind for the Vincci Hoteles guest.

# 01

# HEALTH CARE PROCESS

- ✓ The leading hospital group in Spain and Europe, with more than 50 hospitals and 80 medical centres, and a prestigious medical directory.
- ✓ It offers a complete medical service in Spanish hospitals, through the G24 multilingual call centre. 24/7.
- ✓ It simplifies the admission process, removing language barriers and dealing with paperwork for patient insurance, therefore providing a quick and high-quality service to the Patient.

1.

Calls taken at the multilingual call centre 24/7

**+ 34 901 123 456**

2.

The medical services are informed to provide assistance in the shortest possible time (in person or online)

3.

After the in-person medical visit, G24 manages the paperwork.

4.

If the Patient needs it, they will be transported by ambulance and personally received at the hospital's emergency department with a premium service.

# 02

# WHO IS QUIRÓNSALUD?

- ✓ Quirónsalud is the leading hospital group in Spain and, following the merger with Fresenius (Helios), the largest hospital group in Europe.
- ✓ It has more than 60 years of experience in personal health care and well-being.
- ✓ It has all the medical specialities to offer comprehensive care to each patient.
- ✓ Its national network comprises more than 100 hospitals, institutes and medical centres spread across 13 Spanish autonomous communities. Internationally, it operates in Dubai, Lisbon, Colombia and Peru. The Helios Group has 113 hospitals throughout Germany.
- ✓ A large team made up of more than 40,000 professionals.
- ✓ They have the most advanced medical technology.

# 03

# MAP OF HOTELS AND HOSPITALS



In addition, they currently have a large network of hospitals in other countries:  
5 in Colombia, 1 in Peru, 1 in Dubai and a fertility clinic in Lisbon.

# 04