



We hope you and your loved ones are well. As you and your family consider making your way back to the Marbella Club, we want to ensure that your children find that safe space for learning and fun that you're already familiar with, and that you always feel at ease when leaving them in our hands.

As an extension of our exhaustive health and safety protocol, the Kids Club is now open from 10 am to 6 pm for children ages 4 to 14. Please remember that children under the age of 4 must be accompanied by an adult family member or nanny. Should this be the case, the child and adult must play at a safe distance from the rest of the children, per recommendations by state officials.

**We will keep you informed of any changes in this regard.**

## FAQ COVID-19

*The Kids Club has an extension of 5,000 sq. metres, which has allowed for an effortless transition of indoor activities to outdoor areas.*

*Additionally, we will be implementing the following measures for your continued wellbeing:*

### **Guest & Employee Safety & Comfort**

- All active employees have been required to undergo Covid testing prior to the reopening and will undergo Covid testing regularly.
- All employees will have their temperature checked before commencing their shift. Our little guests will also have their temperature taken upon arrival at the Kids Club. Should they show signs of fever, they will be unable to access the Kids Club. As a preventative measure, we strongly encourage any parents or children feeling unwell to refrain from coming to the Kid Club.
- The Marbella Club has a resident doctor offering health checks 24-hours for any guests or employees who may feel unwell or experience virus-related symptoms.
- Shoe disinfection mats will be placed at the entry of the Kids Club.

### **Enhanced Cleaning & Sanitation**

- Our Kids Club staff will be required to undergo Covid child-specific training ensuring guests are welcomed with the Marbella Club standard of service while following necessary health and safety protocols at all times.
- We will increase the frequency of cleaning, disinfection and ventilation of our Kids Club facilities and high touch surfaces every 4 hours. Additionally, all toys and equipment will be disinfected daily using Ozone cleaning procedures.
- We will actively promote and practise healthy personal hygiene practices like frequent hand washing. Our Kids Club staff will use an approved cloth face mask at all times.

## Social Distancing & Contact-free Measures

- Thanks to the Kids Club's vast extension, we will be able to practise social distancing by assigning reduced groups of 6 children, preferably from the same household, for every staff member.
- Our employees will be required to use face masks. Both children and staff will be required to uphold a safe distance of 1,5 metres. Child-size face masks will be available for our little guests.
- Indoor activities will be transferred to outdoor spaces. The pool will reopen as usual and capacity will be limited to groups of 6 children with the assigned staff member.
- Procedures will be implemented that will limit sharing of toys, personal belongings, supplies and equipment among children and employees.
- In order to better organise the groups, pre-booking will be required. At your time of booking, we will facilitate an online registration form to guarantee a contactless welcome.

Please, do not hesitate to contact us should you have any questions about what your stay with us will look like within and beyond the Kids Club we would be happy to help.

Our warmest wishes and gratitude for your continued support,

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Kids Club Manager



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