

PROCEDURES FOR THE USE OF ESTABLISHMENTS CONTRACTED BY TURISME COMUNITAT VALENCIANA FOR ACCOMMODATION SERVICES FOR TOURISTS OBLIGED TO UNDERGO SELF-ISOLATION.

ONE.- Background.

The Guidelines regarding clients with symptoms compatible with COVID-19 for tourist accommodation in the Region of Valencia (hereinafter, the Guidelines), published by the General Department of Public Health and Addictions of the Regional Ministry of Universal Healthcare and Public Health, states in point 6.1. that: *in those cases where tourist establishments have been opened to house tourists who are obliged to undergo self-isolation, the transfer shall be agreed and organised by the Regional Ministry of Universal Healthcare and Public Health in accordance with the procedures of same, unless the client possesses an insurance policy that covers this process.*

When the transfer takes place prior to the termination of the contract, it shall only be mandatory for the client if he or she has been previously informed of this possibility and the economic conditions pertaining to same in the reservation or during registration at the establishment.

The tourist accommodation business organisations HOSBEC, CET-CV, APHA, APTUR and Federación de Campings CV petitioned Turisme Comunitat Valenciana (hereinafter TCV) to establish premises for tourists who have to undergo self-isolation.

Once the application process was completed, two establishments were selected and made available, one in the province of Valencia and another in the province of Alicante.

The Regional Ministry of Universal Healthcare and Public Health was duly informed and the two establishments were contracted to provide the housing service for tourists who have to undergo self-isolation in the Region of Valencia.

TWO.- Compliance by all parties with the Guidelines.

The Guidelines shall be binding for all parties, including the establishments contracted by TCV to house tourists in the Region of Valencia who have to undergo self-isolation and for the tourist establishments where said patients were previously housed or were to be housed, as well as for the tourists themselves.

THREE.- Information for tourists about the obligations regarding self-isolation.

The previously contracted accommodation and the establishment for isolation shall provide tourists who are going to make use of the establishment for isolation with instructions by the Ministry of Health for persons who have to undergo self-isolation.

FOUR.- Establishments contracted by TCV to provide accommodation services for tourists who have to undergo self-isolation.

The following premises have been established for tourists housed at the moment they register as positive for COVID-19 in tourist accommodation within the province of Alicante:

HOTEL LA ESTACIÓN EN BENIDORM (ALICANTE).

Tel.: 965863001

E mail: reservas.laestacion@hotelesposeidon.com

Passeig dels Tolls s/n - 03502 Benidorm

The following premises have been established for tourists housed at the moment they register as positive for COVID-19 in tourist accommodation within the province of Valencia or Castellon:

HOSTAL RESIDENCIA COSY ROOMS BOLSERIA, VALENCIA.

Tel: 96-3155042 ó 699 029946 E mail: recepcion@cosyroomsvalencia.com C/

Monges, 4, 46002, Valencia.

FIVE.- Accommodation establishments that can request the services of these premises.

5.1. Tourist accommodation establishments that are registered in the Tourism Registry of the Region of Valencia may apply to use said premises for use by their clients.

5.2. An establishment may request the use of same for its clients in the following cases:

- a) When they are housing a tourist, who has been diagnosed with COVID-19 and who can be transferred.
- b) For a client who has a contract to stay at the establishment and who has been diagnosed with COVID-19 at the Airports of the Region of Valencia or one of its ports, or at any transport point of the Region of Valencia.
- c) Persons accompanying and/or caring for tourists diagnosed with COVID-19, as defined in point 7.4 of the Guidelines. According to the provisions established by the health authorities, this person may share a room or be provided with a separate room.
- d) For direct contacts of a patient diagnosed with COVID-19 and who were previously housed or who had a contract

with the establishment and who are obliged to undergo isolation, as defined in points 6.4 and 7.5 of the Guidelines.

If for any reason it is necessary to prioritise the use of one or more cases as a result of lack of space, priority shall be given to cases a and b, followed by c and then by d.

5.3. The section of the Guideline that states that *the transfer shall be agreed and organised by the Regional Ministry of Universal Healthcare and Public Health in accordance with the procedures of same unless the client possesses an insurance policy that covers it*, should be followed, and, where applicable, any specific mandatory protocols established by the Regional Ministry.

5.4. Likewise, *when the transfer takes place prior to the termination of the contract, it shall only be mandatory for the client if he or she has been previously informed of this possibility and the economic conditions pertaining to same in the reservation or during registration at the establishment.*

5.5. Even if the person possesses a private insurance policy that covers the transfer, as indicated in point 4.5. of the Guidelines, *the transfers to said centres or establishments should be carried out in accordance with the procedures established by the Regional Ministry of Universal Healthcare and Public Health and where applicable by the Ministry of Health.*

5.6. Tourist establishments or tourists obliged to undergo isolation who possess insurance policies that include the costs incurred for clients who are asymptomatic or who have mild symptoms for a stay in private health centres or other establishments to house tourists who have to undergo self-isolation where they can spend the recommended period of quarantine may not apply to use the establishments contracted by TCV.

5.7. If the insurance policy includes the expenses for staying at an establishment for self-isolation and there is no establishment to do so, then they shall make use of the premises contracted by TCV, but in this case the insurance that pays any costs incurred from the use of same at the price agreed by TCV with the establishment shall be required.

SIX.- Application process by tourist accommodation establishment.

6.1. Once the provisions of point five of this document are complied with, the tourist accommodation establishment where the person is staying shall call the relevant establishment using the number provided for the province where the establishment is located, requesting the use of one or more rooms and to ask for information about availability.

6.2. Once availability is established, an e-mail message should be sent to the address provided to make a formal reservation. Said message should include at least the following information for each tourist who is going to be transferred:

- Name and Surname(s)

- Identification document number
- Condition leading to transfer:
 - Covid-19 positive,
 - Carer,
 - Companion who is in direct contact and who should undergo isolation
- Date isolation commenced

6.3. Once the Regional Ministry of Universal Healthcare and Public Health has agreed to and organised the transfer, or has been informed of said process by a private insurance company or service, to which the Regional Ministry has no objections, the client's accommodation establishment shall send an e-mail message to the establishment confirming use, the client's details, notification of the Regional Ministry's approval, and whether the transfer shall be carried out by the Regional Ministry or a company contracted under a private insurance policy. When the establishment knows the exact time and date of the transfer, it should also send this information by e-mail. Any communication by e-mail should be accompanied by a telephone call to check that the e-mail has been received.

6.4. The establishment should specify in the e-mail if it has group insurance or if the client has an insurance policy that covers the costs incurred from a stay at the establishment contracted by TCV, in which case, it should state that it has looked for another establishment and was unable to find one.

SEVEN.- Previous information to the Regional Ministry of Universal Healthcare and Public Health

7.1. The accommodation establishments that wish to apply to use the establishment contracted by TCV should complete the mandatory prior processes to the satisfaction of the Regional Ministry.

7.2. The transfer shall be carried out by means of medical transport (PTA) managed by the Epidemic Alert Emergency Information and Coordination Centres (*Alerta Epidémica CICU*) of the Regional Ministry (90030055/ 112).

7.3. Applications shall be made for information on how to organise and carry out to carry out transfers using other means, or the Guidelines should be followed in this regard.

7.4. The establishment contracted by TCV shall deal with the requests sent by the Regional Ministry for the purpose of establishing the number and condition of the persons housed there after transfer.

EIGHT.- Cost to tourist accommodation establishments or tourists that apply to use the establishment contracted by TCV

Use of the establishment contracted by TCV shall not entail any cost to the establishment that applied for use of same, or to a tourist who has been transferred there, unless they have an insurance policy that covers said services. In such a case, the insurance policy should pay the costs due to TCV.

NINE.- End of the stay

The stay shall end and may not be extended once the provisions of the Guidelines in points 6.2, 6.7 and 6.9. are complied with, and when the Regional Ministry of Universal Healthcare and Public Health deems fit.

TEN.- Conditions for provision of service by the establishment contracted by TCV

10.1. - Prior conditions and management of the establishment.

The provision of the service by the establishments shall comply with the provisions established by the Regional Ministry of Universal Healthcare and Public Health in the Guidelines for tourist accommodation of the Region of Valencia in the event of detection of clients with symptoms compatible with COVID-19 and their contacts, as well as with the AGREEMENT of 19 June, of the Regional Government, on preventive measures against COVID-19, and Royal Decree-Law 21/2020, of 9 June, on urgent prevention and containment measures and coordination to deal with the health crisis caused by COVID-19.

10.2. - Services provided by the owner of the tourist accommodation contracted by Turisme Comunitat Valenciana.

1. - The object of the contracts shall be to provide establishments with rooms in the Region of Valencia that are available to Turisme Comunitat Valenciana for the purpose of occupation by tourists who have to undergo self-isolation in the Region of Valencia in an establishment that is different from the one where they were originally staying, providing the services described in this explanatory report in the conditions established herein, and in the Guidelines for tourist accommodation of the Region of Valencia in the event of detection of clients with symptoms compatible with COVID-19, confirmation of cases and measures to be taken regarding their contacts. 50 rooms shall be available in the province of Alicante, while the 20 rooms in the province of Valencia shall be used to cover the provinces of Valencia and Castellon.

2. - This service consists of:

Providing the number of rooms agreed with each establishment. Said rooms shall be left empty for use exclusively by tourists who have to undergo self-isolation and who have received authorisation for transfer from the Regional Ministry of Universal Healthcare and Public Health.

When it is being used:

- Accommodation of the person in a room. The room shall be for individual use, unless two users expressly state their wish in writing to share the same room and the regulations for doing and the conditions of Guidelines for tourist accommodation of the Region of Valencia are complied with, in the event of

detection of clients with symptoms compatible with COVID-19, confirmation of cases and measures to be taken regarding their contacts.

- Daily cleaning of the room, in accordance with the instructions given by the Department of Health.
- The room should have hand soap, shower gel, shampoo and a bottle of hand sanitiser.
- The room and bathroom should be prepared for use with the appropriate clothing.
- Full board service, which shall include breakfast, lunch and dinner, selected by the person occupying the room. This service shall be offered without prejudice to the opportunity for the client to opt for home-delivered meal services under the terms of the Guidelines.
- The utensils used for the meals service should be disinfected in accordance with the instructions of the Health Department.
- Reception service.
- Rooms with natural ventilation and with air-conditioning.
- Telephone in the room with the option to call 112 or 900300555.
- All the services in the room included in the regulations currently in force in accordance with the category of establishment, which shall be included in the normal price for occupation of the room.
- Facilitate where possible the transfers that the Regional Ministry of Universal Healthcare and Public Health is obliged to carry out, as well as the medical resources required to care for the occupant.

3. - Management of reservation, entrance and exit

Each establishment shall have a reception service, or an administration service when considered necessary, to manage the reservations made by other establishments regulated for transfer in the Region of Valencia, after authorisation by the Regional Ministry of Universal Healthcare and Public Health, of tourists who have to undergo self-isolation and, where applicable, their companions. It shall make the necessary entries for registration of the entrance and exit of the tourists who stay at same.

They shall respond to the requests for information made by the Regional Ministry of Universal Healthcare and Public Health and/or Turisme Comunitat Valenciana about the persons residing at the establishment, and the Ministry of the Interior should be informed for the purpose of notification.

4. - Contact person:

Every establishment shall appoint one or more contact persons who shall maintain a direct communication channel with the Health Department and the General Department of Tourism.

The duties of this role are as follows:

- Manage all the requests for services and resolve incidents of any kind that might arise, and also provide any information that is requested.
- Distribute the work amongst the staff and issue the necessary work orders and instructions relating to provision of the service.
- This person should be available during the preparation and execution of the service to resolve any kind of incident that might affect same.
- Inform all members of staff carrying out the service about the internal safety regulations, emergency plans, laws regarding waste, internal channels and other applicable internal rules, to ensure that the service is correctly carried out.

5. - Staff who provide the service.

The services of the establishment shall be provided by staff appointed by same, who may form part of another establishment in the same company or third-party company, in order to avoid additional costs when the service is not provided and any variations in use that might arise.

6. - Necessary permits for the establishment.

Every establishment should hold a valid municipal licence and should be registered at the Tourism Registry of the Region of Valencia.

The regional tourism services have prepared reports about the conditions of the establishments. The conclusions reached for both establishments is that they are adequate for providing the accommodation service according to the category and requirements of this contract.

All of the foregoing is without prejudice to the right of the Regional Ministry of Universal Healthcare and Public Health to carry out the checks within their powers before or after the contract is executed and over the course of the service provision.

10.3. - Duration

The duration of the service for use of each establishment for tourists who have to be in isolation shall be two months dating from the day following notification of the resolution declaring an emergency by Turisme Comunitat Valenciana. The service may be extended for another month, as long as there is a budgetary allocation to do so.

ELEVEN.- Provisions regarding care by the Regional Ministry of Universal Healthcare and Public Health

All matters relating to the healthcare conditions of the process and to the tourists themselves shall be under the remit of the Regional Ministry of Universal Healthcare and Public Health.

TWELVE.- Care of the tourist by the initial accommodation

12.1. - The contractual rights of the tourist with regard to the previous establishment are maintained, depending on the type of the existing contract or reservation conditions. Therefore, the obligations of the establishment contracted by or to TCV are not subrogated.

12.2. - The initial accommodation should continue to attend to the tourist in all matters regarding their stay in the Region of Valencia, especially in the case of other services contracted alongside the accommodation (transport and complementary services).

12.3. - If the tourist is accompanied, the above provisions should be applied if the companion(s) is also transferred to the establishment contracted by TCV.

12.4. - If the companions remain at the initial accommodation establishment, it should keep them informed and provide facilities for communication with the tourist who has been transferred to the establishment contracted by TCV.

12.5. - The initial accommodation establishment should keep in contact with the transferred tourist and provide the necessary attention, and deal with any possible complaints about the service that it receives, or with any needs the tourist might have that are not attended to.

12.6. - Transfers from the establishment contracted by TCV to the previous accommodation establishment should be planned for in the event that the contracted stay is still valid when the person is discharged and has undergone the necessary quarantine after discharge, or if the contract and reservation so establish.

12.7. - The economic conditions or consequences of the contract and reservation made with the tourist, including any possible breaches, shall be assumed by the initial accommodation establishment.

THIRTEEN.- Responsibility

Besides the responsibilities established under application of the foregoing, the following responsibilities also apply:

13.1. As established in point 6.3. of the Guidelines, the customary medical care shall continue be provided during the isolation period if the patient so requires. Said care shall be provided by the corresponding department or centre determined by the Regional Ministry of Universal Healthcare and Public Health.

13.2. - The initial accommodation and the establishment contracted by TCV should inform their clients of the legal consequences of any breaches committed by persons who have been instructed to undergo confinement or isolation. They should also inform the Public Health Centre and the municipal authorities of any breaches of the measures so that the appropriate action may be taken.

13.3. - Any responsibility for breaches of the conditions relating to transfer of a tourist to the establishment contracted by TCV shall be borne solely by the accommodation where the tourist was previously staying or had contracted, regardless of whether the transfer to the establishment contracted by TCV has been formalised or not.

13.4. The owner of each establishment contracted by TCV for tourists who have to undergo self-isolation bears responsibilities before Turisme Comunitat Valenciana, the Regional Ministry of Universal Healthcare and Public Health and the users themselves, for any breach of the conditions under which they should provide the service to the tourists housed there, in accordance with the provisions of the Explanatory Report that is has accepted and, where applicable, the contract and any applicable legislation currently in force.

13.5. Accreditation of health measures. The Regional Ministry of Universal Healthcare and Public Health may demand from the tourist accommodation establishments any necessary information in addition to that normally provided so as to establish that the Guidelines and applicable health regulations are being complied with.

13.6. When the initial accommodation establishment asks the establishment contracted by TCV to provide the service, this implies that it accepts all the provisions of this procedure, independently of any other contractual and regulatory obligations that it is required to comply with.

FOURTEEN.- Development for further application

The Director of TCV may add further implementations and clarifications that may be required during the application of this procedure, without prejudice to any modifications that might arise as a result of the application of decisions by the Regional Ministry of Universal Healthcare and Public Health.

THE DIRECTOR OF TURISME COMUNITAT VALENCIANA