



Dear Valued Customer,

It is a great pleasure for us to announce the reopening of our Castillo Hotel Son Vida on July 1st, 2020. As a future guest you may have a number of questions about the security and hygiene at our hotel. We would like to offer you a summary of the different measures and recommendations we have implemented, all of them with one single goal: to protect your health and the health of our associates and a commitment to provide you with a clean, hygienic and comfortable environment during your stay with us.

Welcome back to Mallorca!

Do I have to wear a mask within the hotel?

The use of a mask within the public areas of the hotel is not obligatory as long as a social distance of 1.5 meters is observed between guests as well as with our hotel associates. Nevertheless, if a guest wishes to wear a mask within our facilities the hotel will have face masks available.

Can I do activities with my family within the hotel and without maintaining the social distance?

Yes, you can! If you travel with your family or friends you are considered a family unit and social distance will not be required.



Which hotel facilities will be available upon my arrival?

When you arrive at the hotel the following facilities will be open: Restaurant Es Castell, Bar Armas, exterior pools, kids club and Castillo Hotel Son Vida Spa with gym. All these installations will be open, but with limited allowed access. We kindly ask you to respect the limited access numbers for each facility.

At the Castillo Hotel Son Vida Spa you can enjoy almost the entire selection of treatments. Please bear in mind that it is obligatory for our associates to wear a mask during your treatment.

Can I play golf?

Our nearby golf courses Arabella Golf Son Vida and Son Muntaner have reopened their doors to guests. Health and safety measures will apply for guests wishing to use these facilities. Opening hours to play are from 08.15. – 20.00 each day of the week. Our third golf course, Golf Son Quint, is currently closed.

Which hygiene measures are we applying?

We would like to take this opportunity to reassure you that the health and safety of our guests and hotel employees remains of paramount importance. Marriott International has been recognised as a hospitality leader for 93 years due to its commitment to quality, exacting standards, and rigorous training.



We have applied these same values in formulating strategies for responding to the health challenges presented by COVID-19. We are committed to providing you with a clean, hygienic and comfortable environment during your time with us.

As part of our housekeeping operations, we have a comprehensive set of cleaning protocols that are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures.

Amongst these measures you will find the increased frequency of disinfecting our rooms and public areas (restaurants and spa), the disinfection of the most used surfaces, such as elevator buttons, banisters or door-handles. Furthermore, you will find hand sterilizers to disinfect your hands installed throughout the hotel.

In order to minimize contact and the amount of time our staff needs to spend in your personal space we will be servicing your room every 3 days only. Should you wish to have no service at all or daily service, please let us know at check-in.

Each room will be cleaned and thoroughly disinfected after each stay.

For additional safety we have removed all unnecessary items like books, magazines and stationary in the rooms and public areas.



How do we guarantee the social distances at the Castillo Hotel Son Vida?

We understand that our guests are well aware of the importance of maintaining social distance recommendations when interacting with other guests or our hotel associates. We kindly ask you to maintain a distance of 1.5 meters with other guests and associates and to respect the maximum capacities indicated for all facilities.

How will our associates welcome you?

All our staff will wear a mask or be behind protective shields where it is difficult to maintain the social distance of 1.5 meters. All our associates follow clear instructions from local health authorities as well as operational procedures. They are well informed on the cleanliness protocols and to maintain distance and to inform you about the options Marriott International offers guests to minimise physical contact, such as the Marriott Bonvoy app for mobile check-in and check-out.

What is the current situation on Mallorca?

Can we enjoy the beauties of the island?

You may be aware that the Spanish government has initiated a de-escalation plan. For the time being Mallorca is in the third phase of this plan, a phase that offers much more freedom and a return to a new normal. You will be able to travel around on the island at any time. Bars, cafeterias and restaurants have reopened their doors, allowing a limited number of guests within their premises and on their terraces.



At the airport taxis are available and if you wish you can reserve a limousine transfer with us to and from the airport. Rental cars are also available during your whole stay. Beaches can be visited without restrictions, but you will be required to maintain social distancing and some beaches may on occasions be closed if they reach their maximum capacity.

From 1st July onwards, once the state of alarm has ended, the restrictions implemented by the Spanish government are likely to be loosened even further. Please bear in mind though that as of today we can only reflect the current situation and that we cannot predict or confirm any possible future measures that will impact tourism introduced by the authorities.

Could we answer all your questions?

We hope that we could clear up the most important points about your stay. For any further questions our Director of Security & Loss Prevention, Gaspar Ferragut, will be at your entire disposal at gaspar.ferragut@marriott.com.