



Retreat Finca Son Manera SL  
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## Hygiene and protective precaution

Dear Guest!

Our aim is to provide you an easy and unbureaucratic journey. Moreover we do our best to create a relaxing and safe stay for you.

For the safety of you and our team we have the following rules at the Son Manera Retreat Finca (as of 15. March 2021):

### Arrival

When you arrive, you need to show our team a negative COVID test result not older than 72 hours. Guests who travel by plane or ferry already need this test when entering Mallorca.

Exception for the test:

- Guests who already got a COVID vaccine
- Guests who were infected with COVID in the last six months (medical confirmation)
- Guests who have COVID antibody (medical confirmation, not older than six months)

For guests coming from Spain without a COVID test we offer COVID rapid tests at our hotel.

### Testing at the hotel

Guests:

Guests who have symptoms of COVID have to make a test. Moreover, guests have the possibility to do a rapid test for their own and the safety of others. These tests are done in the front nasal swab or can be done by spitting.

Team:

Our team is tested regularly.

### In the hotel

At the reception and in the restaurant (except the table) mouth nose protections like masks are mandatory. Medical exemption cards are not accepted. We have a garden with 77.000m<sup>2</sup> where a mask is not needed. Also in our SPA area and while practicing yoga masks are not mandatory.



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### YOGA

- After arriving every guest gets one personal disinfected yoga mat and blanket. These are kept in the guest's room during their time of stay.
- Yoga will be practiced outdoor as often as possible.
- When weather is bad yoga is practiced in one of our yoga rooms.
- In our yoga rooms there are markings to provide the current official mandatory distances.
- During the yoga classes windows will be opened every 30 minutes for 5 minutes.
- There could be official requirements that the yoga classes are split into two groups. The exact details are provided on site.

### FOOD

- At the moment we are allowed to offer a buffet. If the official requirements change, food will be served directly.
- There are 2 separated rooms and 2 separated terraces for taking the meal.

### GENERAL AREA

- The general area and tea bar can be used. The guests are pleased to obey the rules and disinfect the hands.

### TOILETS

- All toilets offer disinfectants.

### ROOMS

- The rooms are disinfected at guest's arrival and departure. If you wish to have your room cleaned, you can tell our team.

### SPA

- The SPA area can be used (except for the period 27.03.-11.04.2021). Guests must obey the distance rule and the maximum number of people. Our team will tell you the current rules on site. At the SPA area a mouth-nose-protection is forbidden.

### Outside the Finca

- Please mind that on the streets of Mallorca mouth-nose-protections are mandatory. The only exceptions are at the beach and while doing sports.

## FAQs

We know that at this time planning a journey brings up a lot of questions. We want to clarify as much as possible in advance. If you have any further questions, feel free to contact our team.

### What is a rapid COVID test?

The rapid tests offered are done in the front nasal swab or can be done by spitting. The tests are done by the guests themselves and there will be a result within 15 minutes. Important: Our tests are no nasopharynx tests. These tests can be done in our office, at the reception or in a closed side room. We will document the result and hand them out to the government when needed.

Our rapid tests are PCL Covid19 AG Gold Saliva and Sars-COV2 Antigen Rapid Test.

### I am doing a COVID test 2 days before my departure and get a positive result. Do I get my money back?

- Yes, in this case please contact us immediately and we will pay back the money for the hotel. We won't pay back the money for the flight, therefore we recommend you a specific travel insurance.

### There is a short-term prohibition on leaving the territory where I live (within 2 days before arrival). Do I get my money back?

- We will refund the money to you. Except the flight.

### I am tested positive on the Corona Virus at the hotel. How is the further procedure?

- After the first positive test we will do a second rapid test. If the second one is positive again a PCR-test in a lab needs to be done. We will help you with the organisation. The next lab is in Lluçmajor (about 20 minutes by car). You will get the result the following day.  
This PCR-test are paid by the clients and cost about € 130,-.  
While you are waiting for the test result you are not allowed to leave the room – for sure food is provided.

### During my stay I get a message that I was in contact with a COVID-positive person.

- In this case you need to do a rapid test for 3 days in a row.

### Another guest is tested positive on the Corona Virus.

- In this case we need to inform other guests and the team. Everyone needs to be tested immediately.

### What about privacy?

- Sensitive data are given to the government when needed. The legal basis is the General Data Protection Regulation.

We want to point out that the hygiene and protective precaution is part of the general travel terms. A violation leads to a house ban.

The information is from 15.03.2021 and can be adapted regularly. The conditions from the date of arrival apply (not from the date of booking).