

## **Important information and safety protocols**

At MH Apartments, the comfort, health and safety of our guests and employees is always our main concern. In these uncertain times, we would like to assure you that we have extremely high standards of health and safety in all our apartments in Barcelona and Madrid.

In addition, our service has the following advantages:

### **Zero physical contact**

At MH Apartments, the entire process of reservation, check-in, assistance and check-out can be carried out in a non-presential manner, without any type of physical contact, thus totally eliminating the possibility of contagion and ensuring non-transmission.

You can book online through our website [www.mhapartments.com](http://www.mhapartments.com)

It is very easy to make a reservation in any of our apartments through the reservation form that you have in the web. These are some of the many advantages you will get by booking directly with us:

- ✓ Just for booking on our website you will have a 10% additional discount
- ✓ You will not pay anything until your arrival (except medium and long stay offers)
- ✓ There are no late entry or cleaning charges. Check-in is done in the same building through a self-check-in kiosk, easy and fast.
- ✓ Our 24-hour telephone number is available for immediate assistance in case of any incidents.
- ✓ For the check-out, you can leave the key inside the apartment or in the check-out box in the lobby, and our cleaning and maintenance team will come in when there is no one left, for the corresponding disinfection.

### **Private stay**

Our apartments are all private. The privacy assures us less physical contact than in other types of establishments. This also offers a higher level of security and peace of mind.

### **Total hygiene**

- We have taken additional health and hygiene measures to help keep our guests and employees safe.
- We have increased the frequency of cleaning our common areas and common services (lobby, elevators, doors, apartment keys, etc.)
- Hand sanitizing fluid will be available in the apartments and/or common areas for your use.
- Pack of mask-gloves-hydroalcoholic gel for single use available at the headquarters of each destination and always under request.
- All staff at MH Apartments have been trained to prevent the spread of the coronavirus and we will continue to ensure that hygiene and cleanliness are our top priority throughout our operation.

**Exceptional measures**

Products and amenities may not be in the apartment due to the supply of the products.

Until further notice, cleaning during stays is eliminated, that is, we will not enter the apartments if they are occupied, for short, medium and long stays.

**FREE cancellation policy**

At MH Apartments we understand the need our guests have for flexibility in planning their trips during this time and we want you to feel secure when making your reservation. That is why we have made our cancellation policy more flexible for all bookings, reducing the cancellation fee to just 48 hours before arrival, and you can cancel or modify your booking at no cost.

If you already have a non-refundable reservation made through our website to stay with us, we offer you the possibility to postpone the date. We will do our best to ensure that there are no additional charges. Please contact us at [info@mhapartments.com](mailto:info@mhapartments.com) to arrange the change.

If your reservation was made through an online travel agency or other third party travel professional, you must contact the reservation provider to make the changes.

**And finally:**

We continue to closely monitor developments in COVID-19 and are following instructions from the World Health Organization and relevant local health and government authorities.

We recognize that these are difficult times and whenever you are ready to travel, we all look forward to welcoming you.

Thank you for trusting us.

**MH Apartments**