

**WELCOME ABOARD!**

# SECURITY (all under control)

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**SECURITY** For the safety of its guests, all rooms and public areas of The Carmen Hotel have a security system, fire sprinklers and smoke detectors. If during your stay you have a medical emergency (requiring hospital or ambulance), please contact our reception crew to provide our medical service.

**AT YOUR ARRIVAL** If you have just arrived, please take a moment to familiarize yourself with the emergency exits of your apartment, in case of an emergency. When you go to the main exit of the floor of your room, count the number of doors or note some distinctive object. In case of darkness, smoke or other obstacles, you can tell those doors or counted those objects. Also note where the extinguisher is closest to your room.

**SAFE OBJECTS** All the rooms have a complementary safe and available to use during your stay. The Hotel is not responsible for those valuables left in your room or vehicle.

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**IN CASE OF FIRE** In the unlikely event of a fire, please try to remain calm and follow these instructions:





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- **IF YOU ARE IN YOUR ROOM** If the fire is outside your door, try to see if it is not hot. If it is not, move away from the area immediately through the emergency stairs. **DO NOT USE THE ELEVATORS.** If your door is hot, **DO NOT LEAVE.** Stay in your room and call our reception crew "0" to report your room number.
- **IF SMOKE COMES INTO YOUR ROOM** Turn off the air conditioner. Seal all doors by placing wet towels on the bottom on the floor. If your room has a tub, fill it with water and place your cooler near it to load it with water to wet the towels that have to keep the smoke outside. Call the reception crew "0" and report your room.
- **SAFETY TIPS** Keep calm and do not panic. Do not run to leave. Do not light matches, cigarettes or leave switches on. Protect your hands and feet from debris and broken glass. Expect to receive additional instructions from the hotel security team.
- **IN CASE OF HURRICANE** 1. Follow the instructions of the resort at all times and keep informed through the newsletters. 2. Keep calm and reassure your family members. An altered person can make many mistakes. 3. Have your personal documents (IDs, passport, birth certificates, etc.) handy in plastic bags

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## SECURITY TIPS

### Swimming safety

1. Before using the pool check the depth signs and regulations. Identify the lifeguard device closest to your area.
2. Before swimming in the sea, check the condition of the sea. Follow the instructions of the safety team at all times. Avoid putting your life or that of others at risk.
3. The resort does not recommend or take responsibility for the practice of motorized and non-motorized sports other than this one.
4. If you have eaten food and drinks do not you dare to swim, rest for a while and then enjoy the sea.

## ALL UNDER CONTROL

- **TAKE CARE OF YOUR BAGS** Never leave your bags out of your reach when checking in or checking out. There is a luggage storage service available at the Reception.
- **BE CAREFUL** Do not discuss plans for trips outside the hotel in front of strangers.
- **CARE FOR YOUR KEY** If the key to your room is lost or stolen, report it to the reception crew "or" immediately. Leave your key at the reception when you check out.
- **SECURE YOUR DOOR WELL** While you occupy your room, double-lock the door with the available insurance. Make sure the room is closed properly when leaving.
- **USE THE PEEPHOLE** Always use the peephole to identify your visitors before opening the door.

