



## **Mail Reservas**

Hello # traveler\_name #

First of all I would like to thank you for trusting in us when booking accommodation # name\_accommodation #

With the aim of offering maximum protection for both our clients and Vero Holiday Homes workers, we inform you below of the process we have put in place.

The Autocheckin / Check-in:

Once the reservation is made, you will receive an email form where you will carry out the Autocheckin.

It is a security measure for everyone, although at Vero Holiday Homes we will continue to provide personalized attention to each client by telephone.

It is very important that all the requested information is filled in for a correct registration.

Key Delivery:

The instructions for handing over the keys will be sent the same day of the entry (via Email, WhatsApp or Text message).

Sending the Documentation:

It is very important that you send us a photo of your ID or Passport via WhatsApp or Email.

Deposit:

It must be deposited via bank transfer, one day before arrival.

Once the Checkout has been carried out and the Apartment has been reviewed, the deposit will be returned in the same way.

The Security Protocol:

Below, we detail the main security measures that we have put in place for everyone's safety:

- The Autocheck-in system for the reception of guests is a measure taken to avoid physical contact, without losing the proximity and communication that characterizes us.
- After the Checkout of a client we proceed to the ventilation of all areas.
- We will use disinfection products of the highest quality to disinfect our Apartments.
- After cleaning, we will use an ozone cannon so that the Apartment is disinfected and ready for a new client.
- In all our Apartments you will find disinfectant gel dispensers.
- In addition, we ask for the collaboration of all our clients so that the shoes are removed and stored at the entrance of each Apartment.



[pablo.navarro.martinez.14@gmail.com](mailto:pablo.navarro.martinez.14@gmail.com)



60 40 47 24

- The bathroom bin will have a lid, double bag and non-manual operation.
- We have eliminated the wastebaskets in the rooms in order not to concentrate disposables.

We are looking forward to your visit!

Velia Bye

Vero Spain, S.L.

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- In addition, we ask for the collaboration of all our clients so that the shoes are removed and stored at the entrance of each Apartment.
- The bathroom bin will have a lid, double bag and non-manual operation.
- We have eliminated the wastebaskets in the rooms in order not to concentrate disposables.

