



Ibiza, February 2021

Dear guest,

First of all, we would like to express our wish to meet you again in 2021 and celebrate life together.

Obviously, the 2020 season at Can Lluç was different in many ways, and we were hesitating between opening or waiting for a new season.

Finally we opened on the 3rd of July 2020, and we can say that it was worth it, within the possibilities that the situation offered us.

This decision allowed us to attend to our repeat customers and new guests looking for places in nature, to take care of our team and facilities, to maintain the business relationship with suppliers and the illusion of another season, which, although short, was intense and very pleasant.

Additionally, we want to highlight the experience we acquired with the expansion and improvement of our cleaning and prevention protocols, taking an important step with the **certification of Advanced Good Practices in the Prevention of Covid-19**, awarded by the Institute of Tourism Quality of Spain, an official institution under the Ministry of Tourism.

Can Lluç has remained open to its customers ever since, despite changing circumstances and constant uncertainty.

Regardless of the **advances in vaccination**, which will surely be what will allow us to return to normality, at Can Lluç we have already come a long way in terms of the prevention of Covid-19.

By means of this communiqué, we would like to inform you about the **general measures** we have adopted within the framework of the current legal recommendations:

-Existence of a **safety committee** responsible for compliance with all the protocols in place. This committee is made up of the management team.

- Creation in 2020, and maintenance and improvement in 2021 of the **Contingency Plan**, which details all the preventive measures and actions to be taken in the event of infection. This document was drawn up by the risk prevention company PREVIS, in coordination with the recommendations of the Ministry of Health.

- **Adequate training of our staff** by PREVIS in order to achieve the correct interrelation among all our workers, an adequate customer service and the best preventive care of the facilities.

- **Communication** of all the measures implemented to staff, suppliers, visitors and customers and follow-up of these measures.

These general guidelines have led us to adopt a series of **specific measures in the hotel daily operations** in order to adapt to the new circumstances and to ensure the safety of each and every one of those who live together at Can Lluç, whether they are clients, suppliers or staff.

If you would like to know our **specific measures that you will find during your stay**, request them and we will email the information to you.

Additionally to all these measures we must highlight the **characteristics of Can Lluç**, which are very advantageous to prevent infection: the **natural environment** in which we find ourselves, the **independent access to all rooms**, the **wide spaces** and the **total absence of crowds**.

All these measures have been implemented without undermining the essence of Can Lluç: our philosophy of offering a warm welcome, the comfort and relaxation that characterises us and the personalised attention to our guests.

If you would like to book at Can Lluç for 2021, please check our website or contact us. You will find flexible rates adapted to this situation.

We keep at your disposal and send best regards from all Can Lluç team,

Lucas Prats & Tina Soriano

Can Lluç, Rusticae Audience Award 2020



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En el marco del Sistema Integral de Calidad Turística en Destinos (SICTED), la Secretaría de Estado de Turismo reconoce que:

En el marc del Sistema Integral de Qualitat Turística en Destinacions (SICTED), la Secretaria de Estado de Turisme reconeix que:

AGROTURISMO CAN LLUC

Ha superado la evaluación de las Buenas prácticas avanzadas SICTED para la reducción del riesgo de contagio por coronavirus SARS-CoV-2 en el sector turístico

Heu superat l'avaluació de les Bones pràctiques avançades SICTED per a la reducció del risc per contagi per coronavirus SARS-CoV-2 en el sector turístic.

Ibiza, 09 de julio de 2020
Periodo de vigencia: 2 años desde fecha del Comité

Eivissa, 9 de juliol de 2020
Període de vigència: 2 anys des de la data del Comité

Ignacio Angulo Ranz
Subdirector General de Desarrollo y Sostenibilidad Turística

Iago Negueruela i Vázquez
Consejero de Modelo Económico, Turismo y Trabajo
Conseller de Model Econòmic, Turisme i Treball

Vicente Mari Torres
Presidente del Consell Insular de Ibiza
President del Consell Insular d'Eivissa

Carlos Daniel Casares Díaz
Secretario General de la FEMP