

With this complicated situation that we are going through with COVID19, Hostal Rober has created a hygiene and cleanliness protocol to convey to the customer security in their stay, when making the reservation and when choosing us on their trip.

The measures taken for both the staff and our customers, which is what has always worried us the most, are the following:

- Disinfectant gel.
- Mandatory mask for all staff and customers.
- Minimum safety distance 2 meters.
- Daily disinfectant cleaners throughout the establishment.
- Daily cleaning in the rooms and option that this cleaning does not become effective if the client so wishes.
- Increased cleanliness in common areas.
- All textiles in the room will be thoroughly disinfected.
- Physical doorman in the building in charge of maximum cleaning and disinfection.
- In all rooms you will have at least 4 hours to be able to occupy yourself again, thus leaving a greater ventilation.

We know that these times are being difficult for everyone when traveling, for this we want to facilitate your reservation with us and we make available the optional Check in express for anyone who wishes to do so (you will receive it at the time of booking, you will fill it in and so on arrival you will not have to wait at reception or in common areas).

If you make your reservation by phone, email or through our direct website, the rate will always be a discount to what you see on other booking websites.

Cancellation will be free of charge 24 hours in advance of your arrival.

They will have preference when making the reservation with special requests. When making a reservation later than 00.00, for that same night, you can only make it by phone or email, as the internet does not provide that option.

We will be able to solve all your doubts directly and thus facilitate everything.

Contact us for any questions at: [hostalrober26@gmail.com](mailto:hostalrober26@gmail.com).

Why choose our hostel in covid times?

We are a small establishment with 13 rooms, all with private bathroom, this allows us to greatly reduce the movement of people which gives a level of security that other establishments with greater capacity cannot offer.

It is a hostel run by a family that has more than 10 years of experience in the sector which guarantees us to give an answer to the customer in everything he needs.

Being family run makes the commitment to both customer service and cleanliness two basic points among our goals to meet, because when you work for yourself you try your best to make our customers feel satisfied with their choice. and to be able to continue counting them in successive occasions.

We want the situation to improve as soon as possible and we know that with the support of everyone, small businesses can continue to open every morning and thus raise this country, as we have done on other occasions, we will all move forward together.

Do not hesitate and contact us, your trip will be unforgettable for the big city you have to visit and your stay will be safe and you will not regret having chosen us.

Antigen or serological test

To be able to travel again as we did before we need to feel safe again and that is why our hostel as a novelty offers you to be able to take an antigen or serological test both on arrival in the city, during your stay or when you finish your trip in order to return to your country.

Yes, as you read it! Without having to move from our hostel, nor from your room. The hostel has a company with professionals (doctors and nurses) who come to the establishment and make the test, valid for the EU and for your flight (check with your airline if these tests are valid).

Don't wait any longer to travel as you did before, without having to worry and enjoy your stay in Madrid, because with us you will feel safe again.

To consult test fees, contact us and we will inform you without obligation.