



**General
Protocol
on
Biosafety
Measures
By
COVID-19**



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The health and safety of our guests and team members have always been a top priority. With Covid-19, we are enhancing our protocols and procedures even more to ensure everyone's safety. New procedures and processes have been created throughout every area of the hotel including reception, restaurant, rooms, kitchen , common and maintenance areas, etc. Below is a summary of some of the protocols we've put in place.

PROTOCOL

EMPLOYEES:

- Training prior to opening with the socialization of the protocol to ensure that all staff have adequate preparation regarding the measures to be taken in their area to protect their health and that of their guests.
- The administration will be in charge of socialization and monitoring during the operation of the hotel, to ensure that the staff are healthy and fully carry out the disinfection processes during their working hours through a daily infrared temperature record.
- The use of personal protective equipment will be mandatory for the entire working day (gloves, masks and hair protection). The staff will have a space specifically for changing clothes.
- Employees will constantly wash their hands.
- Cross contamination will be avoided by wearing different gloves for each activity.
- If there is an employee who shows any symptoms of Covid-19, their workday will be suspended, and the relevant authorities will be informed to verify that they are free of the virus.



RECEPTION:

- Upon arrival at the hotel, guests will have a disinfection tray for their shoes.
- Antibacterial hand gel will be kept accessible.
- The keys will be placed directly on the door of the previously sterilized room.
- If it is a group, the people will go directly to the communal area to receive the Welcome Briefing in an open space.
- The computers and work area will be cleaned while and between each shift.

ROOMS AND CLEANING:

- The staff will have towels for each room and thus avoid cross contamination between them. Likewise, virucidal products of proven efficacy and emphasis on the daily disinfection of elements of habitual manipulation such as the control of the air conditioning, handles and doors will be applied.

RESTAURANT:

- Disinfection of hands will be mandatory when entering the breakfast room.
- The breakfast schedule is established by the room number or by group. It will be on time due to the strict cleaning protocols.
- The menu will be in the room so that guests are asked to indicate it to the reception in advance so that the kitchen staff provides a personalized service and there is no food manipulation on the part of the guests.



- There will be established distances between employees and guests.
- The coca tea station that are available 24/7 will be constantly disinfected and the cups with the spoons will be placed in each room so that they are not exposed between guests.
- The plates and cutlery will be washed at a high temperature.

COMMON AREAS

- For the use of the common areas, it will be requested in advance to the reception by reservation to avoid crowding.
- The schedules will have an interval of 30 minutes so that the cleaning staff can disinfect the area.
- There will be a gap between the garden furniture.
- Water disinfection products suitable for the current situation will be used, respecting the security.

LAUNDRY:

- Bedding will be washed at each check-out with detergent, machine dried and ironed in heat. They will then be dated and stored, not to be reused within a 48 hour period.
- The curtains will be sterilized with spray disinfectant every check out.
- They should not be shaken or have contact with the skin of the personnel.
- It will be transported per room in closed containers.

This document will be constantly revised to update it according to the situation of the pandemic and suggestions from guests and other regulatory entities.