

# PROTOCOLO COVID-19



## ROOM SERVICE

- ✓ Alimentos protegidos con cubierta sanitizada
- ✓ Personal cargo ingresa a hab. a solicitud del cliente



## RESTAURANTES

- ✓ Ventilación constante
- ✓ Servicio a la carta
- ✓ Procesamiento de alimentos bajo distintivo H



## HABITACIONES

- ✓ Entrega de habitaciones con sello de sanitización
- ✓ Amenidades nuevas para cada nuevo huésped incluyendo gel y toallitas desinfectantes
- ✓ Ventilación



## RECEPCIÓN

- ✓ Estación sanitizante (Gel, cubre bocas y toallitas desinfectantes)
- ✓ Llaves digitales previamente higienizadas

## GENERALES

- Sana Distancia 1.5 m
- Aforos reducidos al 50%
- Limpieza profunda, Desinfección y sanitización diaria
- Maletas sujetas a proceso de y desinfección con pistolas sanitizantes
- Provisión de cubre bocas y guantes látex a huéspedes y clientes
- Toma de temperatura corporal con termómetro digital
- Tapetes sanitizantes
- Dispensadores de gel antibacterial en todas las áreas publicas

## PERSONAL DEL HOTEL

- Uso de cubre bocas y guantes
- Toma de temperatura corporal en cada jornada laboral
- 100% del personal certificado para protocolo de servicio
- Protocolo establecido para el manejo de casos COVID-19 detectados

## Limpieza y Seguridad- Prioridad No. 1



## Gimnasio

- ✓ Dispensadores de gel y toallitas desinfectantes
- ✓ Restringido a 5 usuarios max. a la vez



## Áreas Publicas

- ✓ Tapetes sanitizantes
- ✓ Ventilación
- ✓ Sanitización diaria en baños



## ALBERCAS

- ✓ Camastros distribuidos respetando el distanciamiento social
- ✓ Actividades sin contacto social



## SALONES

- ✓ Montajes de acuerdo a distanciamiento social
- ✓ 1 evento al día
- ✓ Coffee Break asistido

# COVID-19 PROTOCOL



## ROOM SERVICE

- ✓ Meals protected with sanitized cover
- ✓ Staff can or not enter into the room as per guest request



## RESTAURANTS

- ✓ Constant ventilation
- ✓ À la carte service
- ✓ Meals procedures as per "H certification" by SECTUR



## ROOMS

- ✓ Rooms to assign with Hygiene Sanitation stamps
- ✓ New amenities for each new guest including sanitizing gel and wipes
- ✓ Ventilation



## FRONT DESK

- ✓ Sanitizing station (Gel, covers mouths and disinfecting wipes)
- ✓ Sanitized key rooms provided

## GENERAL

- Social Distance 1.5m
- All capacities reduced to 50%
- Disinfection and daily sanitization
- Suitcases subject to disinfection process with sanitizing guns
- Face mask and latex gloves available for guests and clients
- Body temperature check with a digital thermometer
- Sanitizing entry carpet
- Sanitizing stations

## Cleaning and Security- Priority No. 1



## STAFF

- Face mask and gloves
- Body temperature check, during workday
- 100% of staff certified in service for COVID-19 protocol
- Protocol established for the management of detected COVID-19 cases



## GYM

- ✓ Gel Dispensers and Disinfecting Wipes
- ✓ Restricted to 5 users max. at once



## Public Areas

- ✓ Sanitizing entry carpet
- ✓ Ventilation
- ✓ Daily sanitation in bathrooms



## POOLS

- ✓ Sun chairs distributed with social distancing
- ✓ Activities without social contact



## MEETING ROOMS

- ✓ Tables and chairs distribution, according with social distancing
- ✓ One event per day
- ✓ Coffee Break served