

# COVID-19 PROTOCOL

Dear customers, we hope that you and your families are well in this current situation we all have to live through. Given this circumstances, we are forced to change the way we handle check-in, check-out, housekeeping, as well as the way of relating to our customers, always putting the safety of both first.

In order to carry out our functions in the safest way, we must ask for your collaboration within your possibilities, any other suggestion please let us know at reception:

## 1. Upon arrival at the hostel:

There will be hydro-alcoholic gel at different points to disinfect your hands or the gloves you are using, we recommend using it before going to the reception. We also recommended that you arrive with your own protective mask and gloves, if you do not have either we will try to supply them for a small price at the reception.

## 2. Check-in protocol:

We have enabled an express check-in system, two days before your arrival you will receive a entry form via email, if filled out, you will avoid having to wait at the reception for the entry form to be made and expose yourself more than necessary. If you choose not to complete the entry form and there are two or more people checking in, only one person will be allowed in the reception with all the guests ID's or Passports, the documents will be left in the reception while we process the entry forms.

The receptionist will give you the keys so you can leave the common area as soon as possible and wait in your room.

If the reservation has to be paid, we advise you to do so at this time to avoid having to return to the reception. Once the registration is made, we will take all the ID's or Passports to your room.

## 3. During the stay:

If, before arriving at our establishment, you send us your questions regarding where to eat, where to have breakfast or what is possible to do, that is, any information you need about the city, we will try to give you the information by mail, this will allow us to make your stay as pleasant and comfortable as possible. You may request information during your stay as well.

### 3.1 Housekeeping:

- All rooms will be treated with OZONE before the entrance of each new client.
- We use specific cleaners for cleaning and disinfecting rooms with peroxide.

- We advise our clients that the rooms will not be cleaned by our staff every day (this is only a recommendation) although if the client wishes, the room will be cleaned following our cleaning protocol.
- If you only want towels and do not need housekeeping, please let us know at the reception.

#### **4. Check-out protocol:**

In regards to returning your keys, there is a mailbox next to the reception window, the keys can be deposited inside it or you can let the receptionist know by email or phone that they were left in the room.

#### **COVID-19 SECURITY PROTOCOL THAT WILL BE MAINTAINED AT OUR ESTABLISHMENT:**

1. Protective screens at the reception.
2. Hydro-alcoholic gel dispensers for the use of our clients, in different waypoints.
3. New cleaning products, specific to eliminate covid-19
4. Disinfection of rooms with professional OZONE machines.
5. All our personnel will be equipped with the necessary protection equipment to be able to perform their duties, for your safety and that of our customers.