

## Feel Confident

### Hygienic safety and peace-of-mind measures

The Hotel Puerta América has established a set of measures that have been implemented so that our clients and employees can enjoy an experience with peace-of-mind and safety, as well as minimizing the risk of spread from Covid-19. The application of several of these measures could affect the availability of certain services.

#### 1. Cleaning and disinfection protocols in all hotel areas:

- **Cleaning and hygiene of surfaces in common areas:** the disinfection of the reception space, corridors, bathrooms, restaurants, terraces and swimming pool is carried out with safe processes, certified products and with an increase in frequency.
- **Disinfection of rooms** – Made with virucidal products catalogued by the Ministry of Health, a disinfection of maximum efficiency on all surfaces and objects in the room.  
The washing of textiles is carried out with approved measures and protocols.  
All rooms have a balcony, making it possible to clean them with continuous ventilation, ensuring complete air renewal.
- **Sterilization of kitchen equipment, utensils and restaurant spaces** – Applying cleaning processes and products that ensure their complete disinfection and sanitation.

#### 2. Adaptation of restaurants service to current needs.

Catering services have adapted their protocols to reduce the risk of the spread of Covid 19:

- **Supplier certification:** we apply and comply with the strictest safety and hygiene processes in delivery processes.
- **Food safety:** reduction in handling products and human contact both in production and in service or delivery, using single-use packaging in several of our spaces.
- **Restaurants and Room Service: our restaurants and room service comply with rigorous security protocols.**

#### 3. Rules of social distancing

We fulfil all the protocols to enable the social distance required in the interaction between people:

- **Assistance and help from hotel's human team:** facilitate and help clients to comply and respect the measures in all common areas of the hotel.
- **Safety signage:** all common spaces are equipped with signage and signals to emphasize the need to maintain and meet the safety distance and wear a mask in the interior areas of the hotel.

#### 4. Protocols and personal protection material

We provide our employees with the necessary protective equipment, and we have protective material available to our clients:

- Employee protection: all hotel employees have the require and necessary equipment to carry out their work with all the sanitary guarantees for themselves and their clients.
- Safety and disinfection material for clients: hydroalcoholic gel dispensers in common areas; masks, handkerchiefs and gloves during the stay of the clients on request

## 5. Air and water purification protocols

We apply and comply with the most rigorous standards of hygiene and purification of the ventilation and air conditioning systems, as well as the purification of the pool water.

- **Air quality:** we intensify the frequency of control and analysis of ventilation systems and decontamination processes. We have reinforced the air control with portable purification equipment fitted with HEPA filters.
- **Swimming pool:** we implemented new water purification protocols, increasing its frequency and control.

## 6. Health and safety protocols for employees

For greater safety, all our personnel comply with the health requirements to work.

- **Specific training of personnel:** application of protocols and security practices adapted to health regulations.
- **Daily health checks:** staff undergo daily checks before entering the hotel.
- **Early detection protocols:** procedure for action with clients who show health problems, contact with medical services and protective material.

## 7. “Recommendations of the health authorities”

- **Wear the mask at all times indoors and recommended outdoor.**
- **Keep the social distance of 6 ft.**
- **Make use of hydroalcoholic gel frequently.**
- **If you invite people who are not staying at the hotel, please have their contact details and make sure that they comply with the indicated measures.**

**If you show any symptoms while you are in the hotel,** please contact Reception informing about the symptoms or contact the health authorities directly (**900-102-112**), stay inside the room until the health authority makes a decision, and please do not get around the hotel.