Safety PROTOCOLS

For your own safety and that of our collaborators within the framework of the Covid – 19 pandemic, our hotels are maintaining a strict protocol of cleanliness, disinfection and service.

HOTELES CUMBRES

Our GUESTS

Body temperature will be taken every time a guest enters the hotel.

Luggage has to be kept in a special area for its disinfection.

A sworn health declaration has to be signed by each and everyone.

Face masks must be used in all public areas.

A mat must be used for sanitizing footwear.

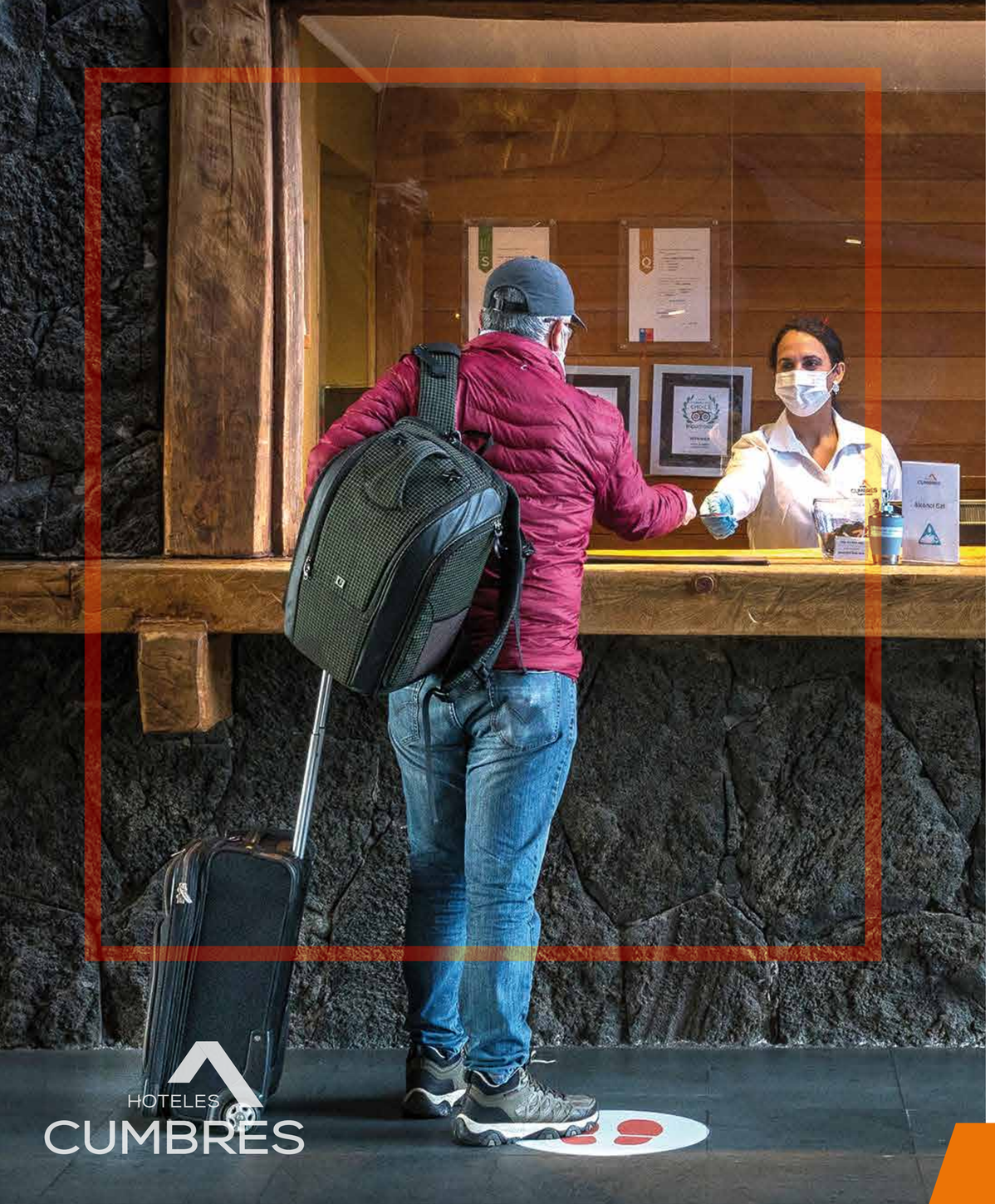
Hands must be washed frequently with soap and water.

Use the different alcohol-gel dispensers found at frequent points around the hotel.

Cover your nose and mouth with the pit of your arm when sneezing or use paper towels.

Abide by the physical distancing regulated by the health authority.

PLEASE GET IN TOUCH WITH US BY WHATSAPP
IN ORDER TO MINIMIZE CONTACT



Our PUBLIC AREAS

Floors are marked aimed at complying with the recommend physical distancing.

Use of face masks in all elevators is compulsory.

Limited capacity in elevators.

Alcohol-gel dispensers are to be found spaced out along corridors.

2 hrs.

All floors, waste disposal containers and public phones will be disinfected every 2 hours.

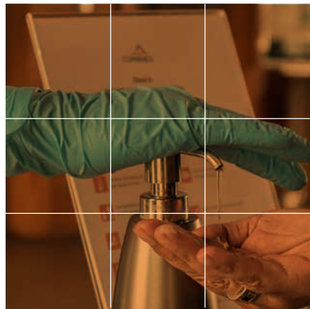
1 hr

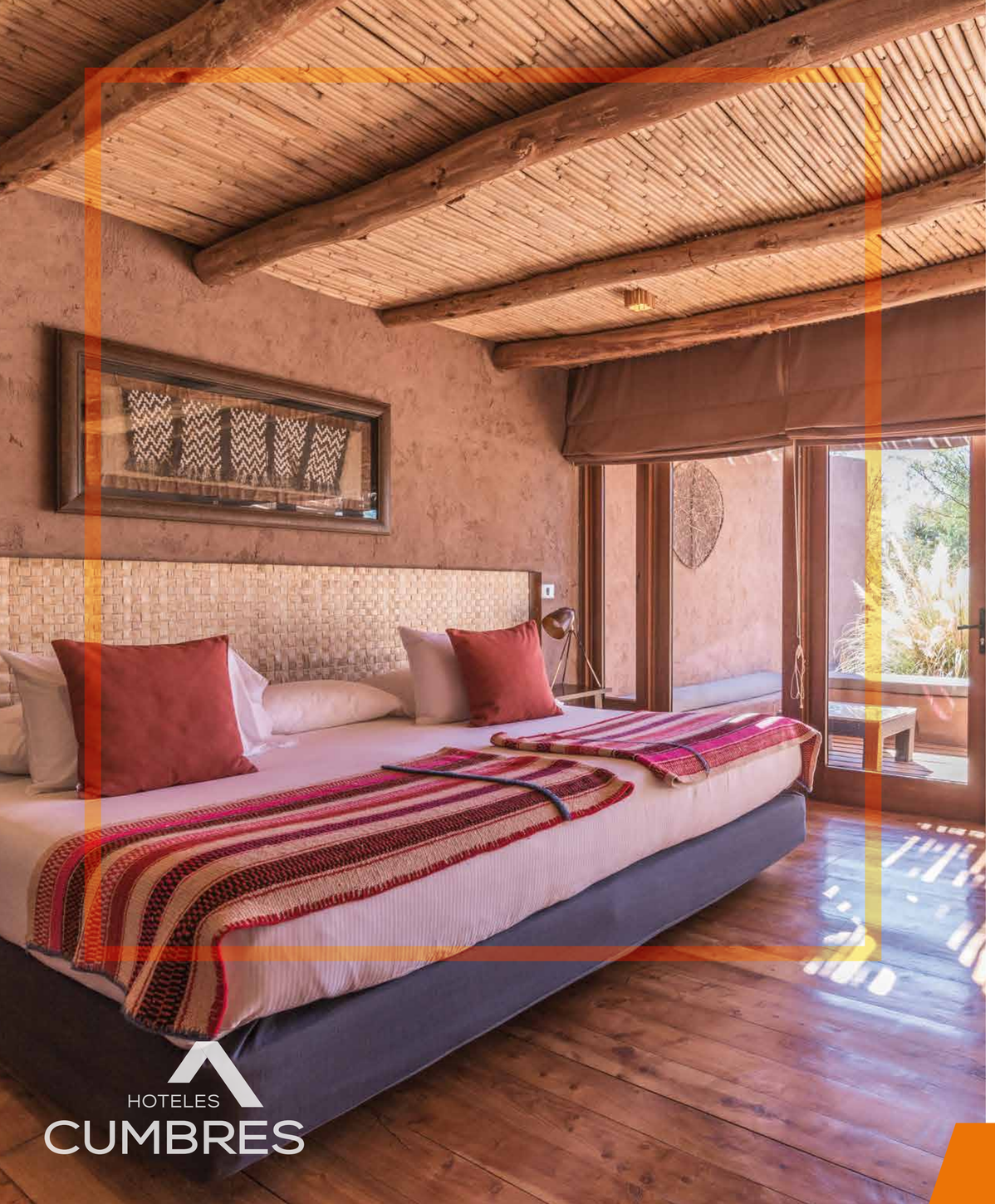
All surfaces guests might come into contact will be disinfected every hour.

2 hrs.

The Business Center will remain operative, albeit with extreme care and cleaned every 2 hours.

The spa and fitness centers are closed (on request individual exercise sets).





Our GUEST ROOMS

Strict cleanliness and disinfection protocols are in place.

Sanitization and cleanliness is guaranteed with a seal from ECOLAB

All paper and additional elements are disposable.

Dispensers are available for self-disinfection.

The only guest rooms available are single and double-bedded ones.

ECOLAB PRODUCT	USE	ACTIVE CHEMICAL
OASIS PRO 14-AB	Multi-purpose surface disinfectant	A blend of quaternary ammonium
PEROXIDE	Multi-purpose surface disinfectant & window cleaner	A peroxide-based blend
OASIS PRO 66 HDALK BA	Disinfectant bathroom cleanser	An aqueous solution of nonionic tensioactives & quaternary ammonium
QUIK FILL 910	Acid disincrustant detergent for bathrooms	An acid aqueous solution
REVITALIZE 301	Shampoo for carpets	A blend of surfactants
OASIS PRO MORNING BREEZE	Environmental deodorant	A blend of ethoxylated alcohol

Food & BEVERAGE

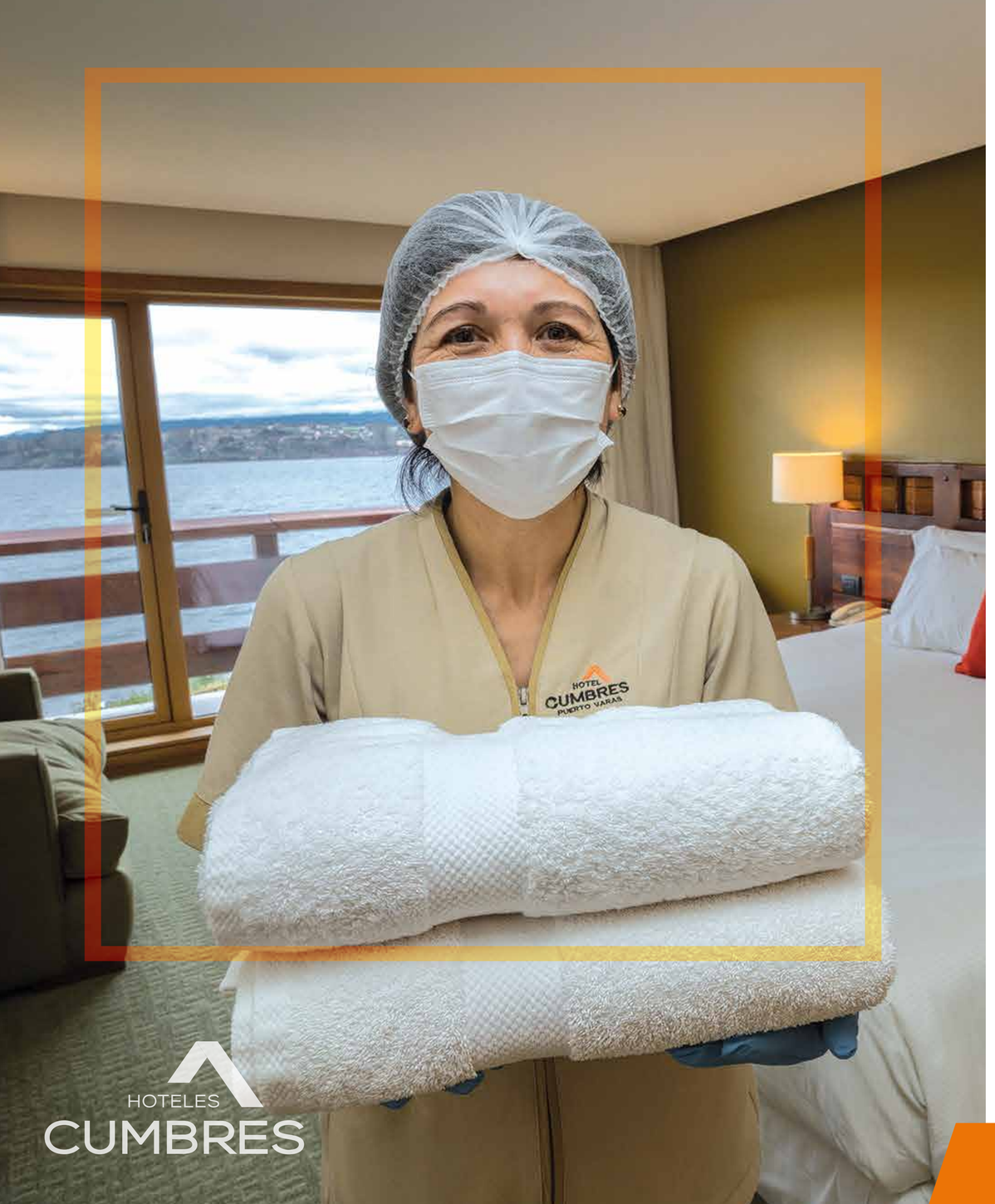
Breakfasts are served in the room between 8 AM and 10 AM.

There is no other room service (during the first stage at least).

Ask at front desk for deliveries (there exists an established protocol for this service).

Priority will be given to Individual and disposable materials.

HOTELES CUMBRES



HOTELES
CUMBRES

Our PERSONNEL

Body temperature will be taken upon entering the hotel.

A sworn health declaration has to be signed by all personnel on a daily basis.

Hands must be washed frequently.

A face mask is compulsory inside the hotel.

All hotel uniforms must be washed daily.

Disinfection upon entering the hotel, and foot covers must be used inside guest rooms.

Disposable protective outer-garments are to be used when cleaning rooms.

Physical distances must be kept at all times within work areas.

Strict personal hygiene.

Staggered timetables.

Event and Catering **AREAS**

***only after permission has been granted by the pertinent authority**

Our meeting rooms have new capacities (with a minimum of 2 mts. physical distancing).

Organizers must sign a liability waiver regarding compliance with health concerns.

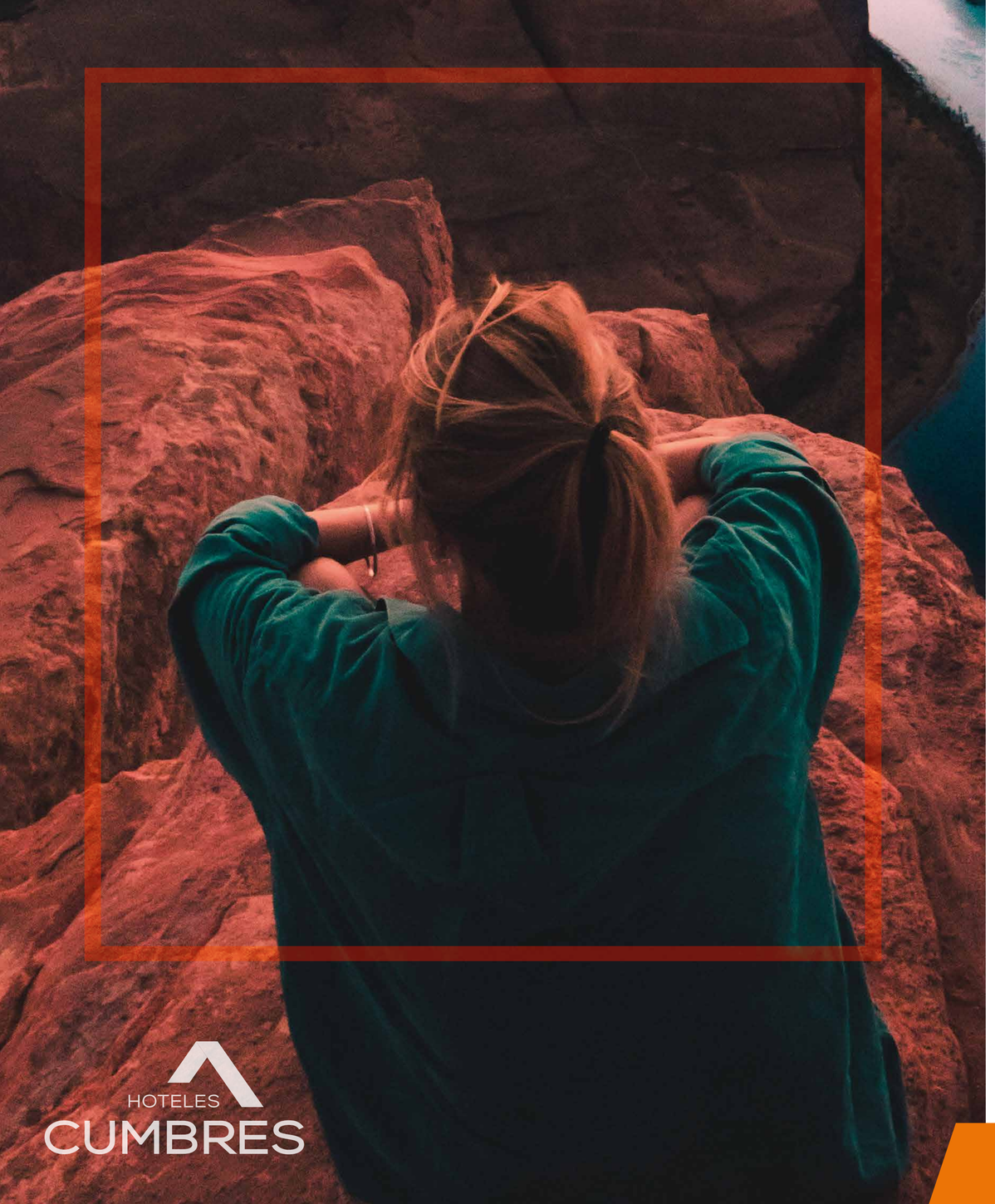
Guests must have their temperatures taken, wear a facemask and enter through a sanitized footbath.

All buffet-type events, self-service and/or cocktail parties have been suspended.

Coffee breaks and meals during events are all at table, serving individual portions.

Individual bottled water.

Dispensable glasses will be used.



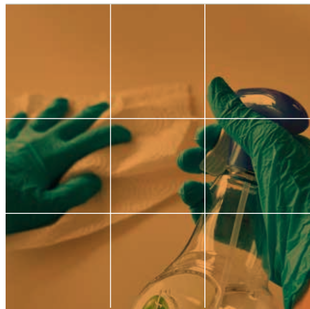
Our SIDE TRIPS

in San Pedro de Atacama

Subject to tourist sites and beauty spots remaining open

All personnel will be governed by strict safety and health guidelines.

The side trips are only available for hotel guests.

Strict protocols concerning cleanliness and disinfection will be upheld in all excursion, store and bike offices and on all forms of transport.

The company shall vouch for and ensure that all means of transport are carried out according to national health authority regulations in force in relation to the number of passengers per vehicle and disinfection protocols, before, during and after use thereof.