

Safety Program



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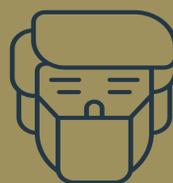
At the **Eldorado Resort: Hotel Eldorado & Manteo**, we want your only concern to be **enjoying your stay**. That's why we have created our **action and prevention protocols** in accordance with the recommendations of the British Columbia Provincial Health Services Authority.

Following these lines of action, we have increased our safety measures to **ensure that travelling remains a safe experience**. Here are some of the main safety and cleaning measures at our hotel.



Staff

- Training for all staff on **hygiene protocols and prevention measures**.
- **Staff equipped with PPE** based on roles and trained in its correct use to guarantee everyone's safety.
- **Social distancing** measures implemented in heart of house.



Front Desk

- **Social distancing** measures between guests and employees with barriers installed at the Front Desk.
- **Disinfection and sterilization of magnetic room keys** after each use.
- Specific **baggage management hygiene** measures.



Guest Rooms

- **Increased frequency of disinfection** of surfaces with greatest contact such as switches, door handles, tv remotes, with products recommended by Ecolab.
- **Washing of guest room linens with special programmes** to guarantee maximum hygiene.
- **Removal of high touch in-room amenities** such as pens, pads, coffee makers which are available upon request for single use.



Public Areas

- **Increased cleaning of public areas**, with special attention to public washrooms and areas of greater contact.
- **Daily ventilation** of all areas.
- Common areas equipped with **hand sanitizer dispensers**.
- Maximum capacity numbers established to guarantee the **minimum safety distance** between people.



Restaurant & Lounge

- **Hand sanitizer dispensers** at all entrances.
- **Limited capacity** implemented.
- Establishment of a **minimum distance of 2 meters (6.6ft)** between tables.
- **Disinfection of tables and chairs** after each use.
- Staff in key roles **equipped with PPE**.



Swimming Pool & Gym

- Rearrangement of furniture to ensure a **minimum distance of 2 meters (6.6 ft)** between pool chairs/loungers
- **Limited capacity** in the swimming pool and hot tub area.
- Ongoing **maintenance and cleaning of pool water** to guarantee optimum quality.
- **Increase frequency of cleaning** and disinfection of the pool area and its furniture.

