

Safety Program



ELDORADO
RESORT

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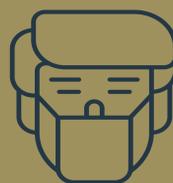
At the **Eldorado Resort: Hotel Eldorado & Manteo**, we want your only concern to be **enjoying your stay**. That's why we have created our **action and prevention protocols** in accordance with the recommendations of the British Columbia Provincial Health Services Authority.

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 the 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
- **Stay Over Service available as an 'Opt-In' request**. Our team members wear gloves and masks and guests are not permitted to be in their room during service



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
- All guest **table surfaces will be disinfected** thoroughly between use
- Establishment of **social distancing between tables** with a **maximum of 6 people per table**
- **Disinfection of tables and chairs** after each use
- Staff members **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

