

PROTOCOL FOR PREVENTION OF COVID 19 FOR GUESTS OF ZAPATO AMARILLO B&B IN PUERTO OCTAY



Puerto Octay, November 2020.

1.- OBJECTIVES

- To give pertinent information to the guests regarding the best practices of security and protection for this establishment in times of pandemic and postpandemic in order to inspire the confidence of our clients by protecting the health of each person.
- To return to normal business activity in a sustainable social manner where the community also forms part of the process of development and benefits.

2.- SALES PROCESS

a) INQUIRIES AND BOOKINGS

- To inform the client of the Covid19 restrictions required by the local authorities at the moment of making the booking.
- To explain our plan to protect the health of all the personnel of this establishment, of the community environment, and of each client, and to inform each about the implementation and protocol of our business plan of health protection by providing visual instructions.
- Sending the client the **digital check-in** form which should be completed and returned to the hostel before your arrival.
- Making all money transactions in payment of services via bank transfer.
- Reminding and requiring all clients to use basic personal protection: mask, gloves, alcohol gel, etc.

b) CHECK-IN, ENTERING THE HOSTAL

- Upon arrival at the hostel the client will be reminded of the general information already sent by mail about the business protocol on personal protection and geographical surroundings, restrictions and suggestions of the local authorities and tourist information of this zone.
- At this time the Zapato Armarillo B&B has available only double rooms with private bathroom, family room with private bath, and a cabin for 5 to 6 persons. This is a preventive method to protect our guests.

- We will exchange WhatsApp numbers between the client and the reception to facilitate and expedite communication.

If the client shows symptoms of sickness upon arrival or during their stay, their health status will be confirmed with a quick check and contact made with the personnel of the hospital of Puerto Octay.

c) DURING THE STAY

- We suggest that the client keep all general recommendations to prevent possible contagion.
- The B&B has a park and spacious green areas, as well as each room has it's own terrace equipped with chairs and tables to enjoy the flower gardens and fresh air.
- We have a large dining room where breakfast is served each morning, while respecting the distancing necessary for the safety of our guests.
- In regards to the daily cleaning of the rooms - we respect the decision of the client, and do whatever he asks.
- The personnel who enter to sanitize the room, will do so with respective safeguard measures.

d) CHECK-OUT OF CLIENT

- Leave the keys of the room in the door, also leave the windows and doors open to permit ventilation.
- remove trash and food scraps from the room in biodegradable disposal bags available in the containers located in clearly marked spots.
- The disoccupied room will be left unoccupied and ventilated for an adequate time before the arrival of the next guests.

We ask our guests for their understanding, cooperation, and empathy that will help us all achieve the goal of good practices promoting 'tourist trust' and care for each other.

