

SANITIZATION PROTOCOL - 2020

In La Negrita Hotel Boutique our top priority are our guests, therefore we have implemented our sanitization protocols following the guidelines of world health organization.

This protocol is a document that will be updated in accordance with the decisions that the competent authorities adopt in safety and hygiene measures.



FOUR POINTS OF ACTION

1. **Our Rooms:** constant cleaning and disinfection protocols are used at the hotel, paying special attention to high-contact areas such as doors, bathrooms, armchairs, among other things. There will be disinfectant gel dispensers at all entrances to suites and common spaces for clients and workers. The rooms will be sanitized with highly effective products to fight the virus.
2. **Common Areas:** We have increased the cleaning frequency in public spaces, taking extra care in the areas with more influence such as the lobby, restaurant, and bar. We are providing antibacterial gel for the use of our guests.
3. **Bar and Restaurant:** Both areas have been reforced with the sanitization protocols. All our supplies will be completely cleaned and sanitized using ozone sprays.
4. **Staff & Office:** We have increased the frequency of cleaning in high contact areas between staff such as staff access, laundry, and office.

PREVENTIVE MEASURES FOR EACH ROOM

Once at the hotel, guests will be directed to their rooms attended by a Guest Assistant, who will take care of taking them to their room and explaining all the details of their stay during the journey.

Before the entrance of each client, an ozone spray will be applied in the room.

In each of our rooms we will be implementing the following protocols:

- Textile, towels, and bedding are washed at high temperature. (70)
- Sanitary barrier: Double circuit to separate clean clothes and dirty clothes without contact.
- Sanitized rooms with ozone treatment.
- We disinfect all sofa upholstery and sterilize the highest risk areas such as the air conditioning control, door handles and contacts.



PREVENTIVE MEASURES FOR COMMON AREAS

The frequency of cleaning and disinfection has been increased in common areas, such as reception, different access doors, bathrooms, and room keys.

To minimize the time at the reception, the check-in and check-out processes will be streamlined by requesting prior information and sending the invoice by email, we also provide an online check in that can be done before arrival.

All materials that are delivered to the customer, for example keys or documentation, will be thoroughly disinfected.

Anti-bacterial gel dispensers will be found in all common areas, it is recommended to use this by all guests.

Temperature measurement: At the check in we will measure the temperature of all guests with laser thermometers on a mandatory basis.

Installation of disinfectant mats to ensure the hygiene of shoes and suitcase wheels.



PREVENTIVE MEASURES FOR THE RESTAURANT AND BAR

Breakfast: Breakfast will be offered in the dining room where the protocols indicated by health experts will continue to be followed.

Food will be prepared with all security measures and will be transported covered. All products will be individual doses of juice, water, yogurt, fruit, breads and drinks.

All materials will be fully disinfected.

Bar: we offer service in the bar area, previously sanitized.



PREVENTIVE HYGIENIC MEASURES FOR STAFF & OFFICE

The preventive measures for staff and office are the following:

- The personnel who work facing the public, will wear protective masks as mandatory.
- There will be an antibacterial gel dispenser in each work area that will be used regularly by the staff.
- As a preventive measure, the temperature of all employees will be taken with laser thermometers and a daily record of each employee will be kept with the temperature at the time of arrival.

GENERAL PREVENTIVE MEASURES OF LA NEGRITA HOTEL BOUTIQUE:

Preventive measures within the hotel:

- Avoid sharing food or other items without prior cleaning.
- Cover your mouth when coughing or sneezing with your elbow or tissues.
- Recommended, but not mandatory for the guest: mouth covers to protect the respiratory tract and protect others.
- Touch the fewest surfaces and use the non-dominant hand.
- Training and information: continuous training on COVID-19 and security, information and security recommendations for customers.
- Hydroalcoholic disinfectant gel for use by staff and clients.
- Hygienic corner in counters and customer service areas.
- Informative posters with prevention norms and social behavior.
- Thermometers.

GENERAL MEASURES OF PERSONAL HYGIENE OF LA NEGRITA HOTEL

Please wash your hands when doing the following activities:

- When arriving and leaving the job.
- When removing gloves.
- Before and after eating.
- After using the bathroom.
- Before touching nose, mouth, and eyes.

- Use antibacterial gel frequently to disinfect your hands.
- After touching or cleaning surfaces that could be contaminated.
- After using or sharing electronic equipment and computers.
- After sneezing, coughing, or blowing your nose.

GENERAL MEASURES OF SOCIAL DISTANCE IN LA NEGRITA HOTEL

- Maintain a minimum distance of 1.5m with any partner.

