



Dear customer:

At Hotel Parque del Lago, we care about everyone's health, that is why all our staff is handling the security measurements and protocols stipulated by the Ministry of Health, to guarantee you peace of mind that from your arrival we are complying with all the protocols.

Our main objective is to provide tranquility and quality too all of our clients, complying with the implementation of the following measures:

1. Before entering the hotel all participants should wash their hands with soap and water.
2. At the entrance of the hotel there is a black disinfecting mat and then another red mat for drying your shoes.
3. Specific information issued by the Ministry of Health is offered in all areas of the hotel, regarding good practices in hand washing, coughing or sneezing and greeting to prevent the spread of Covid-19
4. There are gel alcohol dispensers in the busiest areas and also in the rooms of the property to reinforce hand washing, never forgetting that the most efficient for your health care is constant hand washing.
5. All rooms and event/conference rooms are nebulized for the entrance of the guests.
6. The Hotel guarantees access to the supply of drinking water, antibacterial soap, gel alcohol, disposable towels for drying hands in common areas, as well as its replacement and cleaning.
7. The hotel complies with cleaning and hygiene measures in all public areas, who is in charge of the constant cleaning of high-contact surfaces such as: railings, doors, telephones, elevator buttons, counters, among others: as well as making sure that the rest of the hotel areas are also attended.
8. The hotel guarantees that the use of the cleaning and disinfection products comply with what is being requested by the Ministry of Health, for the peace of mind of all our customers.
9. In the rooms, the waitress uses all kinds of protection (gloves, masks, uniforms, among others) in the cleaning process, with special emphasis on the surfaces with the most contact, such as the remote control, earpiece, telephone dial keypad, door handles, closets and drawers, control panel for A/C units, light switches, lamps and coffee maker. In the bathroom section we will be considering the toilet, sink, shower, doors among others.
10. The guest must indicate the decision to have the daily cleaning of his room done or not during the stay, for his safety and of our staff.