

# COVID-19 Protocols

**At Hotel Parque del Lago**, we care about the health of everyone, that is why our staff manages the safety protocols and measures specified by the Ministry of Health, ensuring from your arrival that we comply with all protocols.

Our main objective is to give peace of mind and quality to all our customers, complying with the following measures.

1. Specific information issued by the Ministry of Health is provided in all areas of the hotel regarding effective hand-washing practices, coughing and sneezing, and greeting to prevent the spread of Covid-19.
2. There are alcohol gel dispensers in high traffic areas and also in lounges of the building to reinforce hand disinfection, never forgetting that the most important thing to do is to wash your hands.
3. Never forget that the most efficient way to take care of your health is the constant washing of hands.
4. The Hotel guarantees access to drinking water, antibacterial soap, alcohol gel, disposable towels for drying hands in common areas, as well as their replacement and cleaning.
5. The hotel complies with the measures of cleanliness and hygiene in all public areas, that is responsible for the constant cleaning of high contact surfaces such as railings, doors, telephones, elevator buttons, counters, among others, as well as ensuring that the rest of the hotel areas are also cared for.

6. The Hotel guarantees the use of cleaning and disinfection products that meet the requirements of the Ministry of Health, for the peace of mind of all our customers.
7. In the rooms, the maid uses all types of personal protection equipment (gloves, masks, uniform, among others) in the cleaning and disinfection process with special emphasis on the surfaces of greater contact, such as: remote control, headset, telephone dialing buttons, door handles, closets and drawers, control panel of the A/C units, light switches, lamps, coffee maker. In the bathroom area, the toilet, sink, shower, doors, among others, are also considered.
8. The guest must indicate to the hotel, the decision to perform or not the daily cleaning of your room during the stay, for your safety and that of our staff.
9. Prior to entering the hotel and event, the organizer of the event must have a list with the names of the participants, take their temperature, record it, and must be signed by the participant. The organizer of the event must deliver a copy of the record to the hotel, for their respective registration.
10. It is recommended that all participants bring a mask, or the organizer must provide one. In case someone requires a mask, it can be purchased at the hotel, at a cost of \$1.00.
11. The organizer of the event must ensure that the requirements for the safety of all guests and hotel staff are followed.