



COVID-19 PROTOCOL

The well-being and care of our guests and our associates is our highest priority. The measures for keeping everyone safe in response to the COVID -19 challenge, based on the protocol established by the Ministry of Tourism and Culture of the Province of Salta, are as follows: http://turismosalta.gov.ar/images/uploads/protocolo_alojamientos_tur.pdf

ARRIVAL AND HOTEL STAY

If any symptoms are detected upon arrival or during a guest's stay, the protocol established by the Province of Salta for COVID-19 will immediately be applied by calling 911.

We remind you that physical contact greetings between guests and / or staff are forbidden; likewise, you should sneeze or cough into your elbow crease and we recommend that you immediately wash your hands and also avoid touching your eyes, nose and mouth.

Hotel staff must wear face masks permanently throughout their shift; as should guests in all of the hotel's common areas (reception, living room, restaurant, verandas, gardens, solarium, patio and cellar).

Frequent hand washing with soap and water is strongly recommended. In the event that this is not available we will provide alcohol gel or hand sanitizer.

All staff members will receive COVID-19 training on a regular basis.

The Lobby

A 1½ to 2-meter social distancing rule between guests and staff shall be upheld at all times.

We are not allowed to handle guests' luggage. Only when it is strictly necessary can we take luggage to a guest's room, and in such case all the necessary precautions will be taken.

We are required to avoid receiving and handling documents, so our guest will be asked to display them upon arrival as proof of identification. It is advocated that one or two days prior to their arrival, all guests complete their on-line registration and also send scanned documents of their entire family group, including their children's IDs.



Guests will be briefly informed of the rules of coexistence and the safety and hygiene measures that have been adopted at the hotel to ensure mutual welfare. This information will also be available in QR codes that are set about in different areas of the hotel which can be scanned by guests. All protocols can also be downloaded from our website.

We will issue electronic invoices and payment confirmation receipts, promoting the use of credit cards, or prepayments whenever possible.

All handling or interchange of items with guests such as credit cards, pens, bills, room keys, will require hand sanitation and the sterilization of challenging components: counters, pens, keys, credit card terminals, phones and computers.

Housekeeping area

Hotel staff and guests will maintain a 1½ to 2-meter social distance. At the beginning of each working day, staff members will put on their uniforms upon admission and will remove them at the end of their shift so they can be washed daily.

Each associate will have his/her personal protective equipment for housecleaning purposes: gloves, face masks, boots, and gowns. Before cleaning and disinfecting the rooms as stipulated by protocol, they must first be aired for at least 1 hour.

Particular emphasis will be placed on the cleaning and disinfection of the hotel's common areas, verandas, the living room, public bathrooms, the restaurant, the solarium as well as the offices.

Public restrooms will be cleaned and disinfected at least three times each working day.

Restaurant and Breakfast

The table distribution in our dining hall has been modified to guarantee a 1½ meter distance between the chair back of each individual diner.

Each table will have a QR Code used to scan the menu by phone as soon as the guest is seated which will thus avoid the handling of objects.

The staff will put on their uniforms upon admission and will remove them at the end of their shift so they can be washed daily. Hotel employees will wear face masks permanently, and will intensify hand sanitation. It is recommended that the Staff not handle personal items such as cell phones during their shift.



After each service the hall, tables, chairs, cruet sets, place mats, trays, lecterns, etc., will be cleaned and disinfected.

The restaurant will have hand sanitizer and/or alcohol gel dispensers available at all times.

Prior booking is required for breakfast, lunch and dinner so as to avoid guests crowding in the lounge and in order to avoid any waiting time. Room-service will also be available.

Tables will be assembled on the spot, and will be set with eco-leather place mats (easy to wash and disinfect) and disposable napkins. Both glassware and cutlery will be polished prior to use.

Buffet breakfast is not allowed, so waiters will serve a "continental" breakfast at each guest's table. Breakfast can be ordered in your room at no extra cost.

Staff will intensify hand sanitation and all surfaces and workspaces will be disinfected.

Specific days and delivery times will be assigned to our suppliers. After each delivery, all products entering the kitchen area will be disinfected for subsequent storage.

Maintenance, Gardening, Pool and Solarium Areas

Social distancing between guests and staff members will be complied with at all times, and hand sanitation and sterilization will be intensified throughout the working day; likewise, all work gear will also be sterilized. Hotel employees will have personal protective equipment assigned to them should they need to go into a guest's room.

The solarium will be available as long as the recommended social distancing is complied with. The swimming pool is open.