



# PREVENTIVE MEASURES

## COVID-19 PROTOCOL



*by* SYMPHONY GROUP

# HEALTHY HOST

We have a properly uniformed **healthy host**, equipped with **tools** to receive you.



## Healthy Host

# WELCOME

Once you unload your bags,  
we proceed to **disinfect them**.

We disinfect the suitcases  
and place them in a **safe place**.



## Healthy Host



# ENTERING THE HOTEL

Before entering the hotel, you must **use alcohol gel.**

Our Healthy Host will check your body temperature with the **digital thermometer.**



# RECEPTION

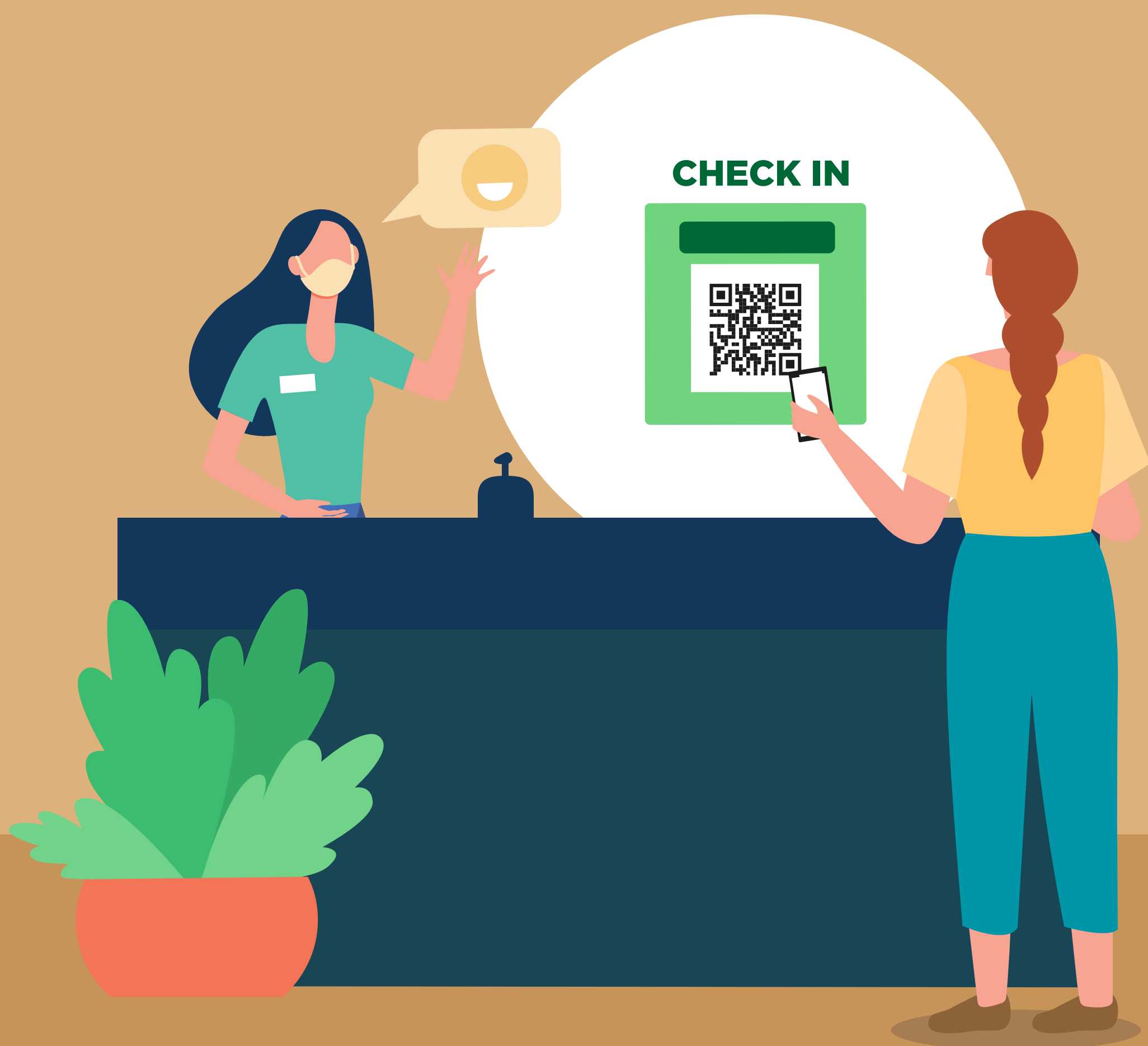
Once inside reception, you can use the sink to **wash your hands** with liquid soap or use the **gel alcohol**.



# CHECK - IN

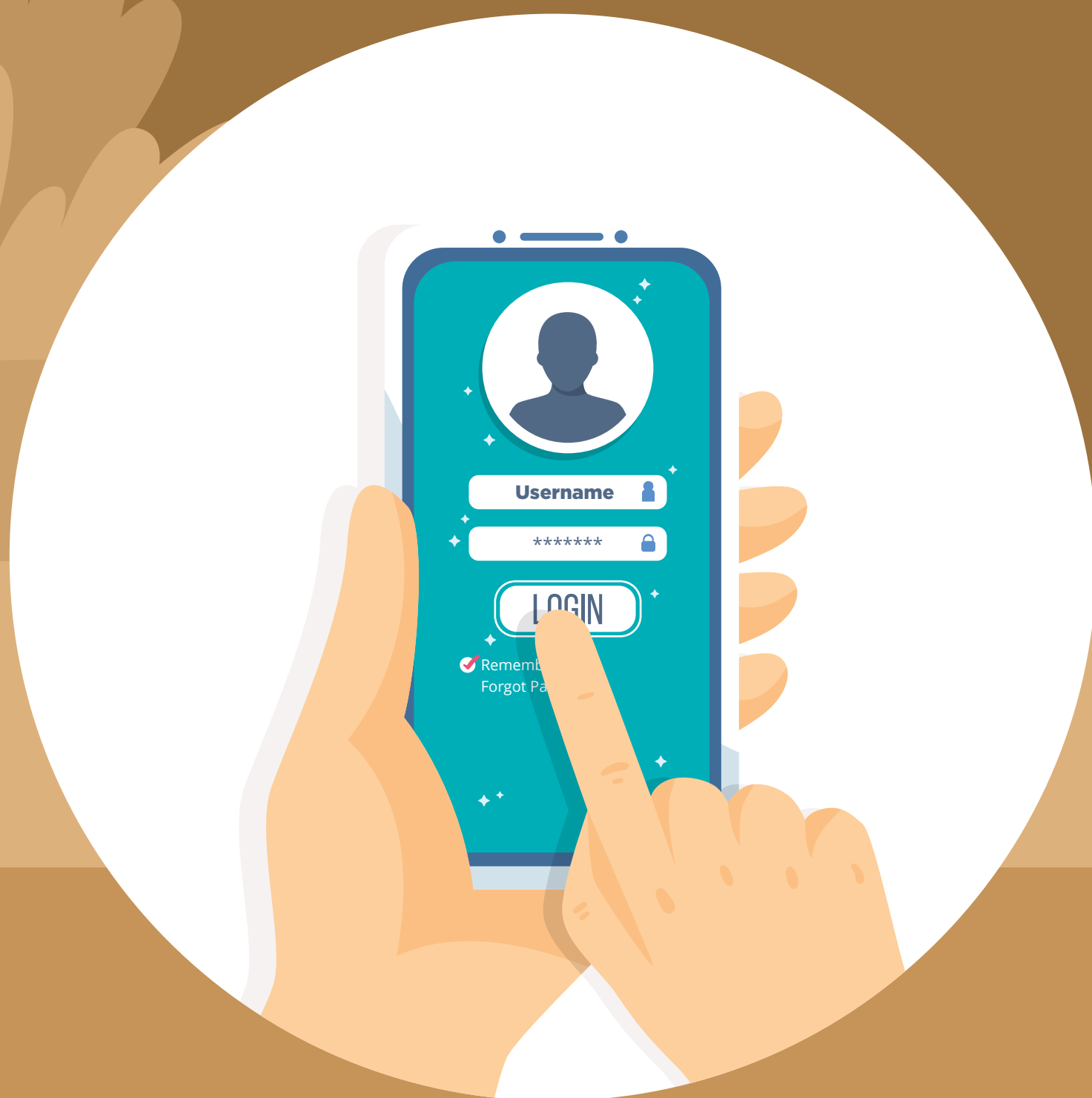
Our reception is adapted to perform a quick **check-in online**.

We have pens and alcohol gel for each guest (in case the client does not want to check-in virtually).



# HOTEL APP

We have a **web application** so you can check-in quickly and safely and check **hotel services** from your mobile device.



# ¡ENJOY!

Our receptionist will give you a sanitized bag which contains the **room key** and a pen for **personal use**.





# ROOM ARRIVAL

Our Healthy Host will guide you to your room, which will be ready, disinfected, every object in the room is **sanitized and packed**. The room will also have **gel alcohol**.



# COMMON AREAS CLEANING

We have not only our maid team but also the support of the maintenance department, for **common areas disinfection.**



# RESTAURANT

Our waiters require the **necessary tools** to identify the best and highest level of **sanitation in the restaurant.**





# ENJOY YOUR STAY!

Feel safe during your visit  
and **enjoy every moment**  
of your stay at our hotel!



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