



# Procedures 2021 **COVID-19**



Latest update: April 2021



## Today, more than ever, we are with you.

We have adapted our facilities and services to adjust to the new reality and to keep on standing by our guests and suppliers, going through the new normality.

During this time, at **Los Cauquenes**, we have prepared ourselves to develop and implement all the necessary protocols to offer a safe environment of work and relax.

We worked endlessly to **train** ourselves, reorganize spaces and **adapt** processes, with all the responsibility, awareness and efficiency that this situation requires.

The procedures have been developed according to the guidelines with which the **ILO** (International Labour Organization) and the **WHO** (World Health Organization) are working, and the regulations of the main luxury hotel chains in the world.

In order to guarantee our guests a safe and reliable stay, Los Cauquenes has certified the processes with the German company Tüv Nord, with branch in Argentina.

We keep on offering new experiences. Our main wish is to offer you the Ushuaia that we know so well in order to guarantee you a unique experience.

## GENERAL

- \* Standardized norms according to the certified procedures are implemented.
- \* Updates to procedures were applied and safety and hygiene trainings are carried out for all the hotel staff, on a permanent basis.
- \* Internal and external audits are constantly accomplished.
- \* We have a Covid-19 unit for a daily monitoring, to ensure the effectiveness of all the procedures.

---

## How will we carry it out?

### **PICK UP AT THE AIRPORT**

- We make an adequate cleaning of the luggage before the guests use the exclusive vehicles of the hotel.

### **FRONT DESK AND CONCIERGE**

- At the arrival of each passenger, body temperature is tested with a laser gun technology.
- All the luggage is disinfected with a UV steam gun.
- For the care of both, the hotel staff and guests, glass protective screens were placed in the reception and concierge areas.
- Disinfected magnetic keys are delivered, according to safety and hygiene standards.
- Guests are advised that their queries are made by phone or through the hotel's App, in which they will find all the information about the hotel and by which they can be connected with the reception at all times.
- Third party access is limited, in order to reduce unnecessary circulation through the hotel facilities.



## ROOMS

- On a daily routine rooms are disinfected using a UV steam gun.
- Between each stay of guests the rooms remain unoccupied during the required time, to guarantee a good ventilation and sanitation according to the current protocols.
- All stationery has been removed. Any information access shall be done using the hotel's App.
- A sealed kit with the hotel's amenities is given to the guests at their arrival: sanitizer gel, disposable mask and any other item required by the provincial regulations.



## RESTAURANT / WINE BAR

- We carried out renovation jobs of our facilities so that the guests can see how we work in our kitchen.
- A new layout of the salon was established to respect the minimum distance according to the current protocols.
- The furniture has been adapted to ensure the best cleaning.
- The menus of Reinamora and the Wine Bar are available on the hotel's website and App.
- Lunch and dinner services are offered with previously assigned shifts. Room service stays available.
- Breakfast buffet is served with assistance.
- Salons are permanently ventilated, particularly between different shifts.



## EXCURSIONS

- The capacity of the vehicles has been modified so that the minimum distances required by health protocols are respected.
- Protective screens were placed in the vehicles between the driver and the passengers.
- The tourist guides use microphones so that passengers can enjoy all the explanations of each activity, despite the required distances.
- Minimum distances are respected in trekking experiences.
- The hotel's exclusive sailing ship is used with the maximum capacity of 50% of its seats, to maintain the minimum required distance.



## SPA

- The Spa and all the services it offers (massages and treatments, gym, hydromassage treatments and the swimming pool) can be used only with prior reservation and with simultaneous maximum quotas.
- Crowds are avoided and reservations are spread out, in order to sanitize the elements between each use.
- Protective screens have been placed as appropriate in the different areas.



## COMMON AREAS - TOILETTES

- Sanitizer dispensers are available in various areas of the hotel.
- Cleaning tasks are done more frequently and continuously.
- A check list of items to be disinfected has been set, which is permanently controlled.
- Hygiene at points of contact is emphasized.



 **STAFF**

- \* The hotel staff follows a strict hygiene protocol, according to the COVID-19 free manual of the company.
- \* The shuttle service for guests and personnel has a maximum capacity of 10 people, using only 50% of its total capacity.

We wish you an excellent experience at the End of the World.  
Welcome to Los Cauquenes Resort + Spa + Experiences.

**Cristian Zaefferer**  
President & CEO