



ARENAL
MANOA

PROTOCOLS
FOR HYGIENIC AND
SANITARY RISK
REDUCTION OF
COVID-19

Created by the Human Resources Department

San Carlos, Costa Rica
June, 2020

CHAPTER 1 GENERAL INFORMATION



ARENAL
MANOA
...

CHAPTER I

GENERAL INFORMATION



SCOPE

Following the measures in this document is mandatory for employees, guests, suppliers and any outside person of Hotel Arenal Manoa. These measures are part of the prevention and mitigation actions to address the COVID-19 health emergency; they will be periodically reviewed, and changes will be communicated to the parts involved.

CHAPTER I

GENERAL INFORMATION



GENERAL OBJECTIVE

To establish guidelines to prevent and mitigate the spread of COVID-19 while Hotel Arenal Manoa performs business and to provide attention for suspected or confirmed cases of the disease.

CHAPTER I

GENERAL INFORMATION



SPECIFIC OBJECTIVES

To ensure the health and safety of our employees and guests.

To reduce the transmission risk of the COVID-19 virus among employees and guests.

To lower the impact of a possible outbreak in the hotel sector.

To early identify any person with flu symptoms in order to follow the proper isolation process and provide medical attention.

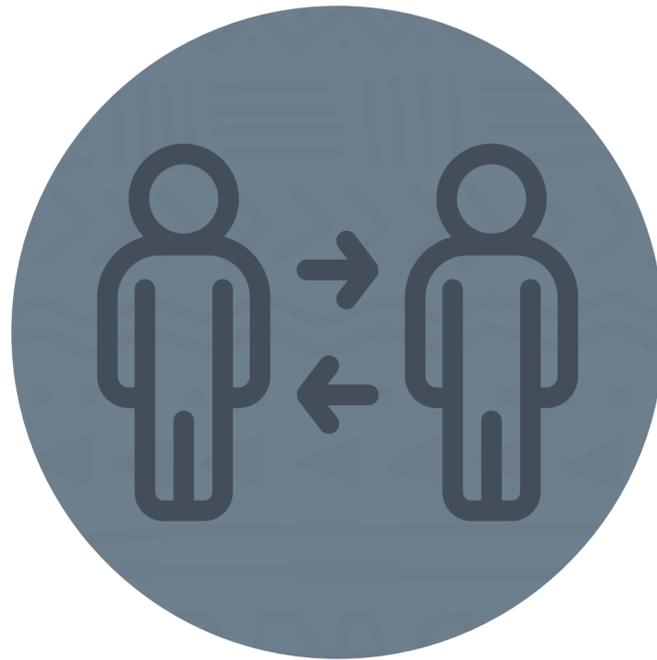
CHAPTER II
**HYGIENE AND SAFETY PROTOCOLS FOR
EMPLOYEES AND GUESTS**



ARENAL
MANOA
....

CHAPTER II

HYGIENE AND SAFETY PROTOCOLS FOR EMPLOYEES AND GUESTS

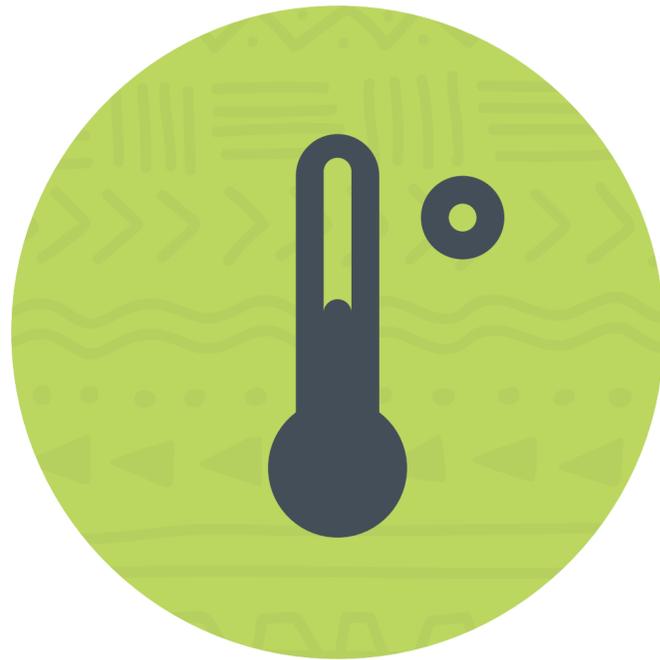


SOCIAL DISTANCING EVERYWHERE

Each area is organized to guarantee a distance of 1.8 meters between each nuclear family, or group of people who live in the same home, as well as between employees. Entry or transit areas will be properly marked, and the capacity limits established by the Ministry of Health will be followed.

CHAPTER II

HYGIENE AND SAFETY PROTOCOLS FOR EMPLOYEES AND GUESTS



TEMPERATURE CONTROL AT THE CHECK IN

When checking-in, the temperature of our guests will be taken using laser thermometers. Employees or guests with a temperature of 37.5°C or higher cannot enter the hotel and will receive medical attention.

CHAPTER II

HYGIENE AND SAFETY PROTOCOLS FOR EMPLOYEES AND GUESTS



CONSTANT REMINDERS TO EMPLOYEES ABOUT HYGIENE PROTOCOLS

Employees will be constantly reminded of avoiding touching their face, mouth or eyes if they have not washed their hands correctly; promoting bowing instead of greeting with a handshake, a kiss or a hug; washing their hands every hour for about 40 seconds; keeping physical distance with guests and coworkers whenever possible; and using face protection.

CHAPTER II

HYGIENE AND SAFETY PROTOCOLS FOR EMPLOYEES AND GUESTS



INFORMATION AND HYGIENE EQUIPMENT AVAILABLE EVERYWHERE IN THE HOTEL

Antibacterial soap, alcohol gel, paper towels, health and hygiene information signs and a trash can with a lid and a foot pedal will be available in every handwashing area. Also, there will be handwashing areas at the entrance of the restaurant and front office.

CHAPTER II

HYGIENE AND SAFETY PROTOCOLS FOR EMPLOYEES AND GUESTS



SHOE SANITIZING FLOOR MATS AT ENTRANCES

Shoe sanitizing floor mats will be available for guests and employees at the entrance of the restaurant, front office and staff entrance area for them to properly sanitize their shoes by stepping on the mat for 10 seconds.

CHAPTER II

HYGIENE AND SAFETY PROTOCOLS FOR EMPLOYEES AND GUESTS



COMMON AREAS WILL BE FREQUENTLY CLEAN AND DISINFECTED

The dining areas, bathrooms, staff entrance area, laundry room, offices, unloading-of-goods area, storerooms, kitchen, restaurant, pool areas, front office, lobby, spa, among other areas, will be frequently cleaned and disinfected. Preventive maintenance will be given to air conditioning filters; additionally, they will be disinfected with ozone prior to use. The corresponding checklist will be completed.

CHAPTER II

HYGIENE AND SAFETY PROTOCOLS FOR EMPLOYEES AND GUESTS



OZONE CANNONS WILL BE USED IN INCLOSED AREAS SUCH AS ROOMS

The disinfection process in enclosed spaces will be done using ozone since it is the most powerful disinfectant against any type of microorganisms; it eliminates viruses and a wide range of contaminating microorganisms in the air according to World Health Organization (WHO) reports. Other cleaning products will be applied on other surfaces and infrastructure, following the cleaning protocols of the Ministry of Health. These products are approved and effective against viruses, bacteria and other air-transmitted pathogens.

CHAPTER II
HYGIENE AND SAFETY PROTOCOLS FOR EMPLOYEES
AND GUESTS
•GENERAL PROTOCOLS FOR EMPLOYEES•



CHAPTER II

HYGIENE AND SAFETY PROTOCOLS GENERAL PROTOCOLS FOR EMPLOYEES



THE CREATION OF A HEALTH COMMITTEE

The safety and health committee of the hotel will be in charge of updating this document as well as ensuring its enforcement, defining strategies and making decisions aimed at minimizing risks. Moreover, the committee's responsibilities also include the following:

- Regularly train staff on the COVID-19 safety and hygiene protocols.
- Monitor, along with the managers of different areas and departments, that processes are being properly followed and implemented.
- Communicate and keep staff up to date on changes in the preventive measures.

CHAPTER II

HYGIENE AND SAFETY PROTOCOLS GENERAL PROTOCOLS FOR EMPLOYEES



VIRTUAL MEETINGS WHENEVER IS POSSIBLE

Meetings that require the participation of more than two people will be online whenever possible. If online meetings are not an option, these will not be longer than one hour, hygiene and distancing protocols will be followed, a low tone of voice will be used and they will take place in spaces with natural ventilation; otherwise, it will be possible to use air conditioning as long as its filter has had the proper preventive maintenance with ozone disinfection.

CHAPTER II

HYGIENE AND SAFETY PROTOCOLS GENERAL PROTOCOLS FOR EMPLOYEES



SUPPLIERS REQUIRE A PREVIOUS AUTHORIZATION

Suppliers and people outside the hotel that must enter the facilities require a previous authorization from Management or Human Resources. Also, a visiting registration form will be completed, their temperature will be taken, and personal protective equipment must be used. The hygiene and health measures in the informative signs at all the hotel's entrances must be followed.

CHAPTER II

HYGIENE AND SAFETY PROTOCOLS GENERAL PROTOCOLS FOR EMPLOYEES

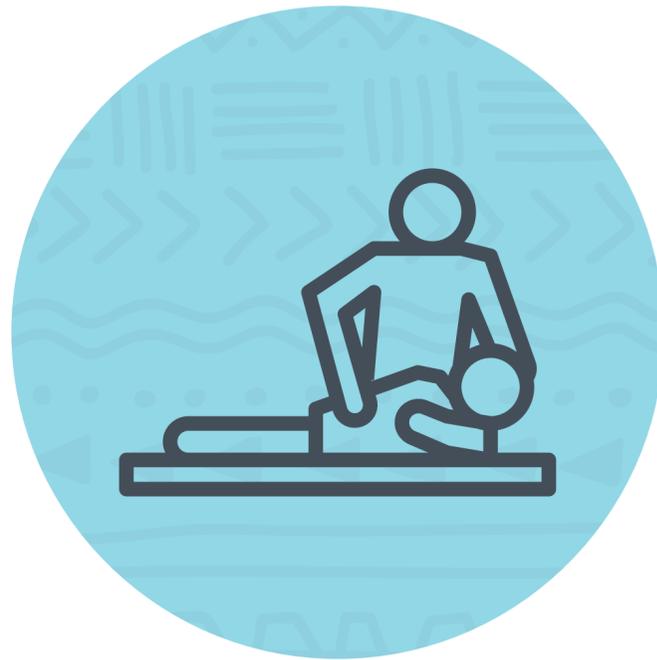


INDIVIDUAL WORKSPACES WILL NOT BE SHARED

Individual workspaces as well as work equipment and tools will not be shared. In rotating work shifts, the shared areas and elements that the employees have direct contact with will go through an extensive disinfection process before the shift change and every four hours. People in these work areas will be in charge of the disinfection process in both cases.

CHAPTER II

HYGIENE AND SAFETY PROTOCOLS GENERAL PROTOCOLS FOR EMPLOYEES



JEWELRY WILL NOT BE ALLOWED FOR EMPLOYEES

The staff in the Housekeeping, Spa and Food and Beverage Service departments will not wear jewelry (rings, necklaces, bracelets, watches and large earrings) that can carry contaminating elements.

CHAPTER II

HYGIENE AND SAFETY PROTOCOLS GENERAL PROTOCOLS FOR EMPLOYEES



VEHICLES CAPACITY WILL BE REDUCED

The vehicles for internal use will be filled at a 50% capacity. Therefore, golf carts and the maintenance pickup will only transport two people, the driver and an accompanying person in the back cab.

CHAPTER II

HYGIENE AND SAFETY PROTOCOLS GENERAL PROTOCOLS FOR EMPLOYEES



VEHICLES WILL BE WASHED AND CLEANED AT LEAST TWICE AT DAY

The departments with vehicles in charge will take care of their cleaning and disinfection twice a day, including the handles, seats, driver's cab, gear stick, wheel, dashboard, mirror and other elements. If the vehicle is borrowed, it must be previously disinfected, and keep its disinfection on record in the vehicle logbook.

CHAPTER II

HYGIENE AND SAFETY PROTOCOLS GENERAL PROTOCOLS FOR EMPLOYEES



WHAT USED TO BE PRINT MATERIAL NOW WILL BE ON DIGITAL FORMATS

Leaflets, menus, brochures, newspapers, and similar documents will only be available in digital form. Some of them might be laminated and disinfected before being handled.

CHAPTER II

HYGIENE AND SAFETY PROTOCOLS GENERAL PROTOCOLS FOR EMPLOYEES



SANITARY WASTE WILL BE DISPOSED APART FROM COMMON TRASH

Sanitary waste like face masks and gloves, among others, will be exclusively disposed in red trash cans with a lid or a red bag properly closed.

CHAPTER II

HYGIENE AND SAFETY PROTOCOLS GENERAL PROTOCOLS FOR EMPLOYEES



HAND WASHING IS MANDATORY

Hand washing or using alcohol gel (only if there is not a sink or handwashing area close by) is mandatory after using the bathroom, sneezing, coughing, touching the face, blowing the nose, cleaning, sweeping, scrubbing, eating, drinking, using face masks and/or gloves, and when starting and finishing work shifts.

CHAPTER II

HYGIENE AND SAFETY PROTOCOLS GENERAL PROTOCOLS FOR EMPLOYEES



EDUCATIONS FOR EMPLOYEES

Employees will be constantly reminded that the term “social bubbles” refer to the members of a family who live together in the same home. Coworkers, friends and family who do not live together are not social bubbles.

CHAPTER II

HYGIENE AND SAFETY PROTOCOLS GENERAL PROTOCOLS FOR EMPLOYEES

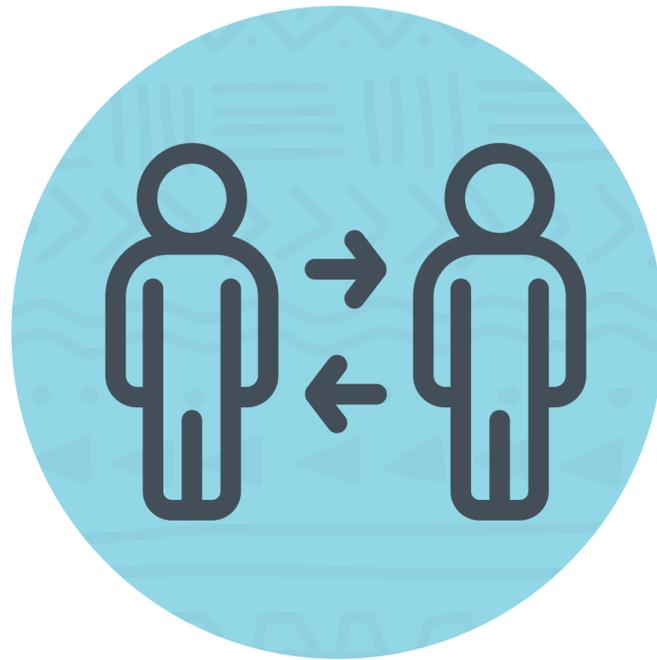


SECURITY STAFF WILL WEAR PROTECTION

Security guards will wear face protection and will follow the same preventive protocols as employees and suppliers.
For room inspection, they will have to disinfect their hands before entering each room.

CHAPTER II

HYGIENE AND SAFETY PROTOCOLS GENERAL PROTOCOLS FOR EMPLOYEES



WORK SCHEDULES WILL BE ORGANIZED TO PROMOTE SOCIAL DISTANCING

Work schedules and the use of the employee's diner will be organized to follow social distancing and meet the capacity limits in each area. Alcohol gel will be available for hand disinfection at the employees' time clock area. Also, as part of the preventive protocol, there will be a shoe sanitizing floor mat and a temperature taking checkpoint during employee check in and check out. They will be required to use face protection and disinfect their hands and shoes before using the employee transport van from La Fortuna to the hotel and back.

CHAPTER II

HYGIENE AND SAFETY PROTOCOLS GENERAL PROTOCOLS FOR EMPLOYEES



SPECIAL PROTOCOL IN CASE OF WATER SUPPLY SUSPENSION

In case the water supply for sanitation and cleaning purposes is suspended, the operation will also be suspended until the water supply is back.

CAPITULO II
HYGIENE AND SAFETY PROTOCOLS FOR EMPLOYEES
AND GUESTS
ATTENTION FOR SUSPECTED COVID-19 CASES



CHAPTER II

HYGIENE AND SAFETY PROTOCOLS ATTENTION FOR SUSPECTED COVID-19 CASES



STAFF TRAINING ON HOW TO RESPOND

The staff is regularly updated on how to respond to and inform the local health authorities about suspected COVID-19 cases. Also, if they do not feel well or have had contact with a suspected or confirmed case of COVID-19, they are instructed to stay at home and go to a health center using a disposable face mask. Moreover, they must inform their manager if they see a coworker or guest with COVID-19 symptoms.

CHAPTER II

HYGIENE AND SAFETY PROTOCOLS ATTENTION FOR SUSPECTED COVID-19 CASES



SECLUDED ROOMS FOR SUSPECTED CASES

The rooms available for waiting and medical consultation for guests suspected of COVID-19 and their social bubbles will be the ones that start with the number 500. Guests will be provided with a disposable face mask in case they are not wearing one, their rooms will be put out of service and quarantined, and they will not be available again until getting the results back. Then, the rooms will be disinfected with ozone (hospital disinfectant) before cleaning. If the guests suspected of COVID-19 booked their stay through a travel agency, they must keep direct communication with the agency.

CHAPTER II

HYGIENE AND SAFETY PROTOCOLS ATTENTION FOR SUSPECTED COVID-19 CASES



GUESTS WITH HIGH TEMPERATURE MAY NOT BE ABLE TO CHECK IN

If during the check-in a visitor has a temperature that is over the limit, they will be handed a face mask and their temperature will be taken again after 10 minutes. If it is still over the limit, the staff will call 1322 and follow the instructions given by the Costa Rican Social Security System (C.C.S.S. by its Spanish initials). Unfortunately, the guest will not be able to check in until health professionals allow it, but they will be able to reschedule their stay.

CAPITULO II
HYGIENE AND SAFETY PROTOCOLS FOR EMPLOYEES
AND GUESTS
• PROTECTION EQUIPMENT •



CHAPTER II

HYGIENE AND SAFETY PROTOCOLS EQUIPMENT



THE HOTEL WILL PROVIDE THE NECESSARY EQUIPMENT

- The company will provide personal protective equipment based on the needs of each position. The use of this equipment is mandatory and for personal use exclusively. The users must wash the equipment with water and soap after their working hours and wash their hands before and after using it.
- If the face mask gets wet, it must be replaced. Face masks must be taken off from the back (the front part of the mask should not be touched) and kept in the corresponding bags.
- Disposable face masks and nitrile or latex gloves are not reusable. These must be immediately thrown away in the corresponding trash cans after securely taking them off. Their reuse is not recommended unless it is necessary.
- Face masks or face protection should not be touched while wearing them. If this happens, the users must wash their hands with an alcohol-based disinfectant or with water and soap.
- If the personal equipment is damaged, it must be immediately reported to the manager in charge to be replaced.

CAPITULO II
WORKING AREAS AND DEPARTMENTS PROTOCOLS



CHAPTER II

WORKING AREAS AND DEPARTMENTS PROTOCOLS FRONT DESK

PERSONAL PROTECTIVE EQUIPMENT

- Face protection while working without exception.
- Disposable gloves in case of helping guests with their bags and taking their temperature.
- Tempered glass screen on the front desk.
- Cleaning and Disinfection Protocol
- Common areas and frequently used work equipment (front desk, pens, office supplies, doors, luggage room, telephones, desks, counters, devices (iPads, radios), etc.) must be disinfected with alcohol. This disinfection process must be done every four hours or when another coworker makes use of the equipment.
- All contact points for guests (payment terminals, pens, front desk, waiting areas, among others) must be disinfected after use. The daily control check list has to be completed.
- Room keys, vehicle signs and guest computers will be disinfected with ozone before being reused and stored.

SOCIAL DISTANCING PROTOCOL

- One of the employees will guide the guests who are entering or leaving the front office to make sure that social distancing measures for each nuclear family or social bubble are followed, and to control the place's capacity limit.
- The sofas in the lobby will be placed according to what is indicated in the social distancing measures. Also, there will be information signs to remind guests of following the measures.
- The maximum occupancy in the front office will be six people.

CHECK IN PROCESS

- The staff in the booking and front desk areas will work on speeding up check-ins before guests arrive.
- Only the holder of the booking will go through the check-in process.
- When welcoming guests, their temperature will be taken with a laser thermometer. The receptionist will wear face protection and gloves, they will direct guests to the handwashing and disinfection area before checking in and inform them of the current social distancing, hygiene and disinfection practices in the hotel.
- Guests will be given a security kit on the house.
- Guests will be informed of the QR code they can download in which they will find the map of the hotel, tours information, spa information, the restaurant's menus and other information they might need during their stay.
- Guests will be notified that, for their own safety, they cannot be in their rooms while cleaning is being done. Cleaning time is about 45 minutes.
- Pool towels will be available in the rooms and housekeepers can change them daily at the guest's request, but they can also be changed in any of the pool areas. At check-out, pool towels must be left in the room.
- For any of the three available mealtimes, guests must reserve their space and provide their time preference. The same reservation process applies for the use of the spa, and in pool areas if they reach their capacity limit.
- Guests are asked to inform their tour guide (in case they are travelling in guided groups) or receptionists if they have flu symptoms (coughing, sore throat, fever,

difficulty breathing) in order to help them. Any previous bookings will be cancelled until risks are ruled out.

- Payments terminals will be contactless to avoid touching the guests' debit or credit cards, even at the wet bars and the restaurant. If cash is handed, people must immediately disinfect their hands.

DURING THE STAY

- When guests book tours, a receptionist will inform them of the pickup time and will send transportation to their room to pick them up when the tour operator arrives to the hotel.
- If guests want something from the room's minibar, the article will be disinfected and sent to the room.
- There will be an exclusive space for storing luggage that will be disinfected with ozone. The employee in charge will use gloves before and after handling luggage. Luggage receipt and return control will be made through pictures in a tablet; the room number, name and number of bags will be indicated in the reception chat.

INDIVIDUAL CHECK IN AND CHECK OUT

- Guests must be informed that prior checking out, they must call the front desk to notify a receptionist.

GROUP CHECK IN AND CHECK OUT

- Travel agencies will be requested to provide the name and phone number of the guide in charge of the group to give them the preventive instructions.
- The guide will inform the group of the hotel's protocols inside the bus before or when arriving to the hotel.

- Room keys will be delivered to tour guides and they will hand them to the corresponding guests.
- Welcome drinks will be served in the pool areas at the guests' request.
- The tour guide and the bus driver will ensure that their group avoids crowding, understands the instructions for social bubbles and follows an orderly process.
- The bus can park near the rooms to facilitate transportation as long as the group is staying in the same rooms area. Otherwise, the hotel's internal transportation from and to the front parking will be available.
- If the group needs help with their luggage, they can request it to the front office forty-five minutes in advance; this time can vary depending on the group's size. The guide and the driver will be present and there will be loading and unloading areas assigned.

INSPECTIONS

- Agencies will be requested to work with small groups to ensure their safety and avoid the transmission of the virus. The maximum number recommended is six people.
- Before inspection, the hygiene measures and protocol will be provided.
- The hotel's representative will wear face protection and keep a safe distance.
- Walking is encouraged or, if needed, the internal transport of the hotel is available.

- Only two people at a time are allowed during room inspections. Then, the room will be disinfected again with ozone.
- If meals are included in the visit, the restaurant will have designated spaces that meet the capacity limit requested by the Ministry of Health, and they will provide the preventive measures before the entrance to the restaurant. The employees in charge of the inspection will be allowed to take off their face protection to eat and cannot touch their faces if they have not washed their hands. After finishing their meal, they must put on their face protection again.

CHAPTER II

WORKING AREAS AND DEPARTMENTS PROTOCOLS BELLBOYS AND INTERNAL TRANSPORT SERVICE

EQUIPMENT

- Face protection while working without exception.
- Face masks when driving guests in the van, and gloves when handling luggage and helping clients.

CLEANING AND DISINFECTION PROTOCOL

- Transport vans have to be disinfected with ozone before each shift and after use. Air filters also need to be disinfected. In the logbook, it must be written down the disinfection time and the name of the person in charge of the vehicle.

SOCIAL DISTANCING PROTOCOL

- Transport of guests in the hotel will be based on social bubbles or nuclear families. The number of social bubbles that can be transported depends on the size of each nuclear family or the number of members living in the same home; otherwise, the capacity limit is four guests and a bellboy.
- Only the driver can be in the driver's cab.

GENERAL ACTIONS

- Luggage will be handled with gloves. When finished, gloves must be disposed of correctly and hands washed.
- All the hotel's vehicles will have an alcohol gel dispenser for the use of guests or visitors.
- During transport, windows must be open unless it rains, in which case, they can be closed, and the use of air conditioning is allowed.

CHAPTER II

WORKING AREAS AND DEPARTMENTS PROTOCOLS BOOKINGS AND GUEST SERVICE

EQUIPMENT

- Staff in this area will telework, if they need to go to the hotel, they must use face protection when in contact with other people in the hotel.

PROTOCOLO DE DISTANCIAMIENTO FÍSICO

- Capacity limit in both offices: 2 people

ACCIONES GENERALES

- Guests should be informed that the vehicle restrictions implemented by the Ministry of Health do not apply for them during the days of their stay at the hotel as long as they have the confirmation of the booking.
- Each booking will require a pre check-in where the booking agent will gather all the necessary information.
- Guests will be informed of the hotel's safety protocols to make sure these are followed, and to safeguard the health and wellbeing of employees and guests.
- If a guest shows COVID-19 symptoms before checking in, their booking will be rescheduled.
- If a guest requires transport to and from the hotel, this service can only be arranged with tour operators that follow the protocols established by the Ministry of Health.
- Agencies should receive a be informed of the hotel's protocols.
- Guests' questions should be answered through the different communication media available.

CHAPTER II

WORKING AREAS AND DEPARTMENTS PROTOCOLS SPA

EQUIPMENT

- Face protection, face masks, aprons and gloves.
- Face protection while working without exception. The use of face masks is mandatory when attending a guest. The use of gloves is required for manicure and pedicure treatments. Facial protection and aprons should be disinfected after attending a client, and gloves and face masks should be correctly disposed of.

CLEANING AND DISINFECTION

PROTOCOL

- Surfaces, furniture, beds, working and waiting areas and instruments used by employees and guests at the spa's front desk and in the massage rooms have to be disinfected before and after use. People in charge of the disinfection process should avoid direct contact with objects and clean rooms from the inside to the outside. Upon completion of the disinfection process, they are required to wash their hands and disinfect their personal protective equipment. Then, they must change the

bedding and complete the daily control checklist.

- Bedsheets and towels will be sent to the laundry room after use in the corresponding bag. While handling them, they should not be in direct contact with body parts nor be shaken. People in charge of changing them must use the complete personal protective equipment, disinfect it with alcohol and wash their hands correctly after finishing the changing process.
- The area must be deeply cleaned at the beginning and the end of the working day.

SOCIAL DISTANCING PROTOCOL

- The capacity limit in the massage rooms is of two people for individual massages and of four people for couples' massages (couples in the same social bubble).
- The capacity limit in the spa's front desk is of 3 people, two clients and the massage therapist.

GENERAL ACTIONS

- Guests will be attended by appointment only. Appointments should be made at the front office. Guests cannot enter the spa without an appointment.
- There will be a thirty-minute period between appointments to completely disinfect the working areas.
- All guests should be asked to disinfect their hands prior entering the spa.
- Guests will receive a medical form in digital to be completed before their chosen treatment. After the service, they will also receive the treatment's evaluation form in digital.
- Guests should be asked if they want the massage therapist to use gloves during the treatment. If a guest has a skin disease, the use of gloves is mandatory to avoid contagion.
- Guests are encouraged to use a disposable face mask during the treatment.
- Massage therapists must wash their hands in front of guests before and after the treatment.
- During the treatment, the massage therapist must follow aseptic measures, use the

personal protective equipment correctly, and, if they have to leave and re-enter the room, they must disinfect their hands before continuing with the treatment.

- Handwashing and the use of face masks and gloves while preparing the drink for the guests after the treatment is mandatory.
- Products used in treatments should be divided and stored in sealed bags or packages to use them just once and avoid contact with different people.

CHAPTER II

WORKING AREAS AND DEPARTMENTS PROTOCOLS FOOD AND BEVERAGE SERVICE

PROTECTION EQUIPMENT

- Face protection and face masks while working without exception.
- Gloves to prepare food and beverages and to disinfect, set and serve tables.

CLEANING AND DISINFECTION PROTOCOL

- All the restaurant's and bars' equipment, articles, surfaces and furniture must be cleaned after use and at the beginning and end of each work shift. The daily control check list has to be completed.
- Kitchenware must be sterilized to ensure it is completely disinfected and then polished with alcohol and stored in closed containers.
- Placemats and cutlery will be immersed in a disinfectant dilution after use. They will be washed and then polished with alcohol. Finally, they will be stored in closed containers with lids.

SOCIAL DISTANCING PROTOCOL

- The hostess or the person in charge during work shifts will make sure social distancing is respected at the entrances, waiting areas and lines.
- For any of the three available mealtimes, guests must make a reservation.
- Depending on the number of reservations, there will be a buffet service with two or three food stations properly placed in each sector of the restaurant (A, L and B) and two omelet stations placed in front of the water walls. The whole service will be assisted.

RESTAURANT

- Guests will be welcomed and informed of the hygiene and distancing measures while in the restaurant, and they will be asked to disinfect their hands before entering.
- The guests' table will be set when they arrive, waiters will wear the complete protective equipment.
- Guests should use QR codes to look at the menus. Menus will also be in printed form and they will be handed to the guests only if they request it, these must be disinfected first.
- The kitchen staff will leave the prepared dishes covered with a cloche on a designated table. Waiters will take them from the table and serve them to the guests. Waiters must always use the complete protective equipment and the service cart has to be disinfected prior to use.
- If guests order a dish for two from the menu, the kitchen staff will serve the dish in individual portions.
- Jam, butter and other spreads will be available in previously disinfected individual portion packages (not in a ramekin).
- Straws will be served in their package upon guests' request.
- Napkins will be disposable.
- Payment terminals will be contactless to avoid touching the guests' debit or credit cards. If cash is handed, people must immediately disinfect their hands.

ROOM SERVICE

- All dishes must be served in individual portions and in cloches. Waiters will serve dishes in the room's terrace and inform the guests their food is served in order to avoid entering the room as much as possible. The use of the complete protective equipment is mandatory.
- Guests have to be informed that, when they are finished with their meal, they have to call the Restaurant so that the dishes can be picked up. All the empty dishes must be left at the terrace.
- Service staff will have alcohol gel dispensers in hand.

WET BARS AND POOL AREAS

- The use of the complete protective equipment, frequent handwashing and safe glove replacement every four hours, or when needed, are mandatory.
- All equipment, articles, surfaces and furniture in the pools and wet bars must be cleaned and disinfected after use and at the beginning of the work shift. The daily control checklist will be completed.
- All areas and spaces will be organized to follow the social distancing guidelines.
- Glasses and wineglasses will be washed, disinfected and kept in closed cameras to ensure they are disinfected.

EVENT ROOMS

- Guests will be informed of the hygiene and social distancing protocols during the event.
- Food and beverages for coffee breaks and meals will be served.

- Tables will be set according to the capacity limit permitted by law. They will be distributed as follows:

Max Cap	La Yunta:
Trapiche:	- Banquet 16 pax
- Banquet: 10 tables 4 pax. 40 total	- Auditorium 18 pax
- Auditorium: 48 pax	- Classroom 16 pax
- U Shape 22 pax	- U Shape 11 pax
- Classroom 30 pax	
El Cañal:	Salón Completo:
- Banquet: 36 pax	- Banquet 80 pax
- Auditorium: 36 pax	- Auditorium 84 pax
- U Shape 18 pax	- Classroom 54 pax
- Classroom 24 pax	

LA SACA RESTAURANT'S KITCHEN

Personal Protective Equipment

- Face masks and gloves while working without exception.
- Additional face protection when working in the buffet or in the display kitchen.

Cleaning and disinfection protocol

- The kitchen will be cleaned and deeply disinfected once a day. In each shift change, all working areas will be cleaned and disinfected as well as products that should also be stored in the corresponding rooms. Ozone equipment will be used daily in the storerooms and cold rooms. The compliance checklist will be completed.
- Kitchen utensils and objects that have direct contact with the food should not be kept outside, they must be

disinfected after use and stored in the corresponding containers.

- The dishwasher has to be checked out regularly to ensure it is working properly with a temperature of 80°C and the correct amount of soap.

Merchandise receipt in the kitchen

- Cardboard and plastic wraps must be removed before disinfecting and storing the products.
- Cans must be cleaned with diluted disinfectant. First, they must be cleaned with a clean and damp cloth to remove any dirt.
- The products must not get in contact with the clothes of the people cleaning them, they must wear aprons and disinfect them when finished.
- Fruits and vegetables must be washed. Then they must be left to dry and put into plastic boxes that were previously disinfected.
- All goods in the kitchen, cold rooms or storerooms must be disinfected. The compliance checklist will be completed.
- The staff in charge of receiving and disinfecting the merchandise must wear face masks and aprons.

CHAPTER II

WORKING AREAS AND DEPARTMENTS PROTOCOLS HOUSEKEEPING AND LAUNDRY

PROTECTIVE EQUIPMENT

- Face protection, face masks and gloves while working without exception.

CLEANING AND DISINFECTION PROTOCOL

- All housekeepers will put on the complete personal protective equipment before starting their workday.
- Housekeeping carts and baskets and their contents must be disinfected every 4 hours and before starting the workday. Alcohol gel dispensers will be carried at all times for frequent hand disinfection and an exclusive bag for sanitary waste.
- All cleaning standards in the compliance checklist will be followed.

- After cleaning the different areas or rooms, handwashing and disinfection is required.
- All cleaning cloths will be washed after use in the washing machines using soap, disinfectants and a temperature higher than 70°C.

SOCIAL DISTANCING PROTOCOL

- Capacity limit in the laundry room's diner: 2 people
- Capacity limit in the laundry room: 4 people
- Capacity limit in the housekeeping's storage room: 2 people

ROOMS

- The housekeeper will enter the room, check that there are no guests in the room and use ozone to disinfect it. Then, the housekeeper can do the corresponding cleaning

process and complete the compliance checklist.

- All products offered to guests will be disinfected before being placed in the room.
- Guests' bedsheets will be delivered and taken from the rooms in exclusive bags.
- Blankets and articles for personal use in the rooms' closets will also be disinfected with ozone.
- There will be no papers or printed documents in the rooms since all this information will be available in the internal communication channel and through QR codes.

PUBLIC AREAS

- For the cleaning and disinfecting of public areas, housekeepers will use surfaces' disinfectants and leave them work for a few minutes. Then,

they will complete the compliance checklist.

- All public areas must be disinfected twice a day.
- Furniture, doors, windows, locks, sofas, chairs, floors and any objects in direct contact with guests and other people must be cleaned and disinfected.
- Shoe sanitizing floor mats at the entrance of common areas have to be disinfected.

LAUNDRY ROOM

- Clean and dirty clothes areas will be properly separated and marked.
- Washing, storing and transportation equipment (like bags and containers) must be disinfected after each use.
- The laundry area has to be cleaned and disinfected at the beginning of

the work shift, every four hours and when changing shifts.

- Clothes cannot be shaken or in direct contact with the body while handling them. Besides using personal protective equipment, housekeepers in the laundry room must also wear an apron and disinfect it prior and after use.

CHAPTER II

WORKING AREAS AND DEPARTMENTS PROTOCOLS MAINTENANCE, WORKROOM, GARDEN AND CONSTRUCTION

PERSONAL PROTECTIVE EQUIPMENT

- Face protection, face masks and gloves.

SOCIAL DISTANCING PROTOCOL

- Capacity limit at the workroom: 3 people
- Capacity limit at the garden and construction storage room: 1 person
- Capacity limit at the maintenance storage room: 2 people

GENERAL ACTIONS

- Coworkers and guests should keep a minimum distance of 1.8 meters between them as long as the type of work allows it. If this is not possible, they must always wear personal protective equipment.
- If there is the need to enter a room that is ready for guests or already occupied by guests, even if they are not in the room, the staff must wear the complete personal protective equipment. When finished, they have to safely take it off and disinfect it and their hands.
- If the work is being done outdoors, employees only have to wear a face mask.
- Employees must wear the complete personal protective equipment when separating solid waste. When finished, proper handwashing and disinfection of the personal protective equipment is required.

CHAPTER II

WORKING AREAS AND DEPARTMENTS PROTOCOLS PURCHASES

PERSONAL PROTECTIVE EQUIPMENT

- Face protection when in contact with other people.
- Face masks and gloves when needed.

SOCIAL DISTANCING PROTOCOL

- Capacity limit in the purchases' office: 2 people
- Capacity limit in the purchases' storeroom: 3 people

GENERAL ACTIONS

- Suppliers will be given a time and date for the delivery of merchandise.
- Only suppliers who follow the hygiene and preventive protocols will be able to deliver merchandise in the hotel.
- If external suppliers have to enter the hotel, they must follow the protocols for hand disinfection, temperature taking and the use of protective equipment. They will need a previous authorization from HR or Management to enter the hotel.
- The person in charge of purchases will keep a record of suppliers attended.
- All products and the reception area will be disinfected after use. The person in charge of the disinfection process must wear the complete personal protective equipment.

CHAPTER II

WORKING AREAS AND DEPARTMENTS PROTOCOLS HUMAN RESOURCES, ACCOUNTING AND MANAGEMENT

PERSONAL PROTECTIVE EQUIPMENT

- Face protection when in direct contact with other people. Otherwise, the social distancing protocol must be followed.

SOCIAL DISTANCING PROTOCOL

- Capacity limit in the accounting office: 4 people
- Capacity limit in the human resources office: 3 people
- Capacity limit in the management office: 2 people
- People should keep a distance of 1.8 meters between them.

GENERAL ACTIONS

- HR will keep a daily record of the employees' health status.
- HR will expedite the staff selection process by getting all the necessary information online; therefore, shortening the face-to-face interview processes. Online interviews will be prioritized.
- These departments will support the safety and health committee as well as employees as needed.
- Proper handwashing is required when counting cash or handling money.
- Face masks and gloves are a must when doing inventory.

EMERGENCY BRIGADE

The complete personal protective equipment must be used when covering emergencies and it must be safely replaced when attending to different patients.

CHAPTER III
CONSEQUENCES OF
NON-COMPLIANCE WITH THE PROTOCOL



CAPÍTULO III

EFECTOS EN CASO DE INCUMPLIMIENTO DEL PRESENTE PROTOCOLO

GUESTS

- If a guest does not follow this Protocol for Hygienic and Sanitary Risk Reduction of COVID-19, the person is considered to be committing an offense against the right to life and health according to what is established in the Article 21 of the Political Constitution of the Republic of Costa Rica that states that “human life is inviolable”. The person will also be failing to comply with the national guidelines for the surveillance for coronavirus (COVID-19) infection issued by the Costa Rican Ministry of Health (MS by its Spanish initials). Therefore, the company can request the person to leave the hotel immediately.

STAFF

- If an employee does not follow this Protocol for Hygienic and Sanitary Risk Reduction of COVID-19, the person is considered to be committing an offense against the contractual good faith of the parts involved as well as violating the trust that must prevail for performing their work. Therefore, the company can take disciplinary actions against the employee according to what is established in the applicable labor law at the moment of the offense. Actions taken against the person will be proportional to the severity or recurrence of the offense.
-



ARENAL
MANOA

PROTOCOLS
FOR HYGIENIC AND
SANITARY RISK
REDUCTION OF
COVID-19

Created by the Human Resources Department

San Carlos, Costa Rica
June, 2020