

AT YOUR SERVICE WITH
**CAUTION AND
PREVENTION**



IN AUTÉNTICO HOTEL, YOUR SECURITY AND OURS ARE OUR PRIORITY.

For this reason, we have prepared and implemented new internal protocols on health security for guests, collaborators, visitors and suppliers, and we will be permanently monitoring their compliance.

Protocols and main security measures:



Capacity reduction



Handwashing



Sneezing Protocol



Social distancing
and social bubbles



Operation and guest
service



Operation and host
attention



Cleaning and disinfection
of all areas



Occupational health and
coexistence if works



Logistics and interaction
with suppliers



Action in suspicious or
possible confirmed cases

To receive you as our guest:



· We have acquired new technologies, equipment and specialized products for cleaning and disinfection (shoe disinfection mats, hand washing stations, alcohol gel dispenser stations and disposable towels, disinfection of rooms with environmentally friendly hospital grade products, equipment for disinfection of suitcases for guests, lounge chairs, furniture in public areas and products transported by suppliers, collection stations with contactless data phones, among others).

· Also, we have incorporated new personal protection equipment (PPE) for guests, workers and suppliers (infrared thermometers, masks, transparent face masks, transparent anti-fluid lenses, among others).



· Furthermore, we have gone through intensive training and evaluation of our workers in the knowledge and implementation of new health protocols.

· Added to that, there is a constant supervision of the Occupational Health department, on a daily basis in the hotel, to guarantee compliance by the collaborators, guests, visitors and suppliers of all the health protocols established for the prevention of infectious and contagious diseases.

And finally, to guarantee a high safety standard, we comply with all the governmental indications indicated by the Ministry of Health as follows:

· National Guidelines, Regulations, Strategy, Guides and Recommendations for Surveillance of Coronavirus infection (COVID-19) of the **Ministry of Public Health** of Costa Rica, 2020.

· Protocols for Lodging Activities. Tourism Sector, of the Costa Rican Chamber of Hotels, National Chamber of Tourism and Costa Rican Tourism Institute, 2020.

· **Authentic Hotel** Manual for the prevention and control of infectious diseases.



To make it known to you, we have compiled a list of the main new health security measures and the cleaning and disinfection protocols:



- Special prevention plan: Focus on prevention, of all systems and processes, in order to guarantee greater security for all our guests, workers and visitors.

- Reduction in capacity: The hotel capacity is reduced, for accommodation, public areas and food and beverage areas. This reduction will be applied according to official percentage figures, following government instructions, with specific implementations of table and chair setups in restaurants, lobby, terraces, among others.

- Pre-arrival information: Before the arrival of the guest, our reservations department will contact him to inform him about the health and safety measures implemented and how his stay will be. This information will be available and updated on our website www.autenticohotel.com

Consultation and detailed information about our security measures and new protocols:

- Guest service personnel who can provide detailed information on new health security measures and protocols.

- New information system and internal signage in the hotel: To inform guests of the new protocols, additional measures and the need to respect social distancing.

- Protective equipment and continuous training of our workers: Mandatory use and introduction of new personal protective equipment and equipment and continuous training of all our workers in hygiene and safety standards.



· New cleaning and disinfection equipment: New cleaning and disinfection protocols drafted and adapted to Auténtico Hotel, including new equipment and cleaning products throughout the stay for all areas, with emphasis on rooms, food and beverage areas, swimming pools, public areas and others.



· Complete disinfection of luggage: During the arrival of guests at the hotel.

· Procedures for cleaning rooms and white washing: Rooms will be delivered with guaranteed sanitation and disinfection, establishing a protocol where only room cleaning service will be provided during the stay at the request of the guest and in his absence, to guarantee non-entry of external to the guests to the individual accommodation spaces and social distancing in closed spaces, as well as the washing and collection of the blanks at the departure of the guest, or changes requested during their stay of towels, sheets and others.



· Reduction of non-essential items in rooms: the number of non-essential items in the room is reduced to guarantee greater sanitary security. Stationery is kept at the request of the guest.



· Dispensers and hand disinfection kit: Dispensers of alcohol-based hand sanitizers greater than 70%, soap and drinking water are added in different areas for the hand washing protocol, among other certified disinfectant products, in common areas of entrance, reception, bathrooms, elevators, restaurant, etc.





- New implementations of buffet service and served plate: The buffet service will be offered optimizing the flows, with the elimination of self-service and with the implementation of measures that reduce the physical contact and manipulation of the products to offer, increasing the stations of live preparations and directly served by our cooks and waiters, offering new menus adapted to the taste and preferences of our guests.



- Finally, there's a continuous supervision and trained advisors: our staff trained in Occupational Health and First Aid, will be supervising the areas and controlling the correct compliance with the sanitary measures implemented, as well as giving advise if required.

- To make sure everything is done, our collaborating staff signed an affidavit about health and hygiene protocols according to the guidelines of the **Ministry of Health** dated Friday May 29, 2020.

- We reserve the right to change the policies and provisions without prior notice, in accordance with the new provisions of the health authorities.

 (506) 2222- 5266

 (506) 8498-9552

 info@autenticohotel.com

 www.autenticohotel.com



@autenticohotel