



HEALTH & SAFETY PROTOCOL



At Amor Arenal we understand the importance of keeping our guests safe and following all the guidelines and recommendations made by our local Health Authority. Here in Costa Rica we pride ourselves on the excellent work done by our government during the COVID-19 pandemic and the excellent execution of health and safety protocols to contain the virus.

As part of the ongoing effort and our responsibility to ensure the safety of our current and future guests, we share our protocols to reinforce the well-being of our clients and our staff.

Check-in Process

- ✧ Upon arrival, our staff will welcome guests and give them a brief explanation of the cleaning and security protocols that the hotel is performing to combat Covid-19.
- ✧ Subsequently, their temperature will be taken with a laser thermometer and they will be invited to wash and disinfect their hands.
- ✧ Personal protective equipment will also be provided for each of them and they will be taken to their room where they can find hand sanitizer as part of the amenities.

Accommodations

- ✧ We have cleaning and disinfection protocols that guarantee suitable conditions for our clients and staff.
- ✧ Bedding, towels and cloths will be changed daily.
- ✧ The cleaning process inside the room includes all surfaces and contact areas: door handles, faucets, night tables, telephone, lamps, light switches, remote controls, alarm clocks, armchairs and chairs, desk, windows, etc.

Accommodations

- ✧ The rooms will be kept locked for 24 hours after the departure of guests to guarantee their complete disinfection.
- ✧ All stationery and physical menus in rooms have been removed and replaced by digital menus, which can be accessed through the mobile devices of each guest.
- ✧ After each room's deep cleaning, an Ozone Disinfection Device will be used to complete the disinfection process before the next guest check in.

Common Areas & Facilities

- ✧ The frequency of cleaning and disinfection protocols for common areas and public spaces has been increased, focusing mainly on contact areas.
- ✧ Signage will be found in the different areas with recommendations and procedures to follow such as: the correct way to wash your hands, the correct way to sneeze, physical distance, handling of personal protective equipment, among others.
- ✧ Hand Sanitizer dispensers will be available in the different areas of the hotel.

Restaurant & Bar

- ✧ We have cleaning and disinfection protocols that guarantee suitable conditions for our clients and staff.
- ✧ Capacity in restaurants and bars will be reduced in compliance with the measures requested by the Ministry of Health.
- ✧ The spaces will be managed through reservations to guarantee a fluid service and physical distancing.
- ✧ The tables will have a space of 1.80 between them.
- ✧ Digital menus will be available, accessible through guests' mobile devices.
- ✧ Spices and other self-service items will be removed from the tables and will be available through the waiters.
- ✧ The use of cloth napkins has been suspended.
- ✧ Buffet services have been suspended.
- ✧ Cutlery and utensils will be packed to avoid exposure and contamination.

Rainforest Spa

- ✧ We have cleaning and disinfection protocols that guarantee suitable conditions for our clients and staff.
- ✧ Each treatment room will be blocked for 30 minutes after the departure of a client to comply with the corresponding cleaning and disinfection protocol that includes the physical space, bedding, the bathroom.
- ✧ All linens are changed after each treatment.
- ✧ We will work as much as possible with disposable materials. And those that are not disposable will be disinfected after each treatment.

Transportation

- ✧ Golf vehicles will be disinfected after each use.
- ✧ Guest vehicles will be disinfected internally with ozone and disinfectant, both after the guest uses it and after our valet parking staff uses it.
- ✧ Other service providers will be requested and evaluated to ensure that they are also complying with the measures.

Additional Actions

- ✧ Training has been provided to our collaborators on the different topics related to Covid-19.
- ✧ We will maintain a separate room within the hotel to be used in case of suspicion of COVID-19. A local doctor and their team will be available on call, activating the protocols of the health authorities in the event of a confirmed case.
- ✧ EPA-registered hospital grade disinfectants are applied.



FIVE-STAR RAINFOREST LODGE