



SANITATION AND CLEANING PROTOCOLS
COVID 19

Taking care of you, taking care of us!

In del Nómade to our usual cleaning and sanitation protocols, we incorporate within the framework of COVID 19 additional procedures so, when you visit us you feel calm and safe.

GENERAL MEASURES FOR THE CARE OF OUR FACILITIES:

- In our common area there are posters with recommendations regarding COVID 19
- Our accesses will have a shoe disinfection mat
- We continue (as we have usually done) with the rigorous cleaning and sanitizing of our common areas and rooms.
- In del Nómade we have Ozonizers / Ionizers in the common areas which act as air purifiers, eliminating bacteria and virus.
- We increased the frequency of sanitation of high contact points such as doorknobs, railings, taps, reception desk, chairs and tables, telephones, computers, posnet, cash register, pens.
- Provision of safety equipment such as face masks, gloves and gel alcohol for both our staff and anyone who requires them inside our hotel. -
- Our hotel is small and works with small groups. The maximum capacity is 18 passengers, separated into two floors and each with its breakfast area.
- Regarding staff concentration, it is at its maximum peak (in the morning) of 3 people. The rest of the time does not exceed two people working simultaneously.

CHECK IN PROCEDURE:

- Days prior to arrival at our hotel, the guest will be contacted by e-mail where they will be asked for all the information that is usually required during the check-in process and where they will be informed of the required prevention policies (eg: the use of masks when entering our establishment, sanitation at the front door)

- Prior to the first entrance to our establishment, passengers will have at their disposal a sprayer with sanitizer to spray the luggage, and at the front door they will find a hand sanitization kit, disposable towels for the doorknob if required.

- Once inside our hotel they will find gel alcohol on our counter.

- Both keys and magnetic cards will be disinfected before being delivered to passengers. It will be at the discretion of the passenger to be accompanied or not to the assigned room.

- In case the passenger requires it, both mask and gloves will be available.

- At all times, efforts are made to maintain the recommended distance from the passenger, always avoiding using the kiss, hug or "handshake" as social greetings.

BREAKFAST:

We propose a change in our service to achieve that tranquility that guests and our staff need.

- First of all, our hotel is very small, which allows us to properly concentrate passengers in situations such as breakfast. Breakfast is served in a space of 25 m² per 8 passengers on a regular basis. While the conditions of extreme precaution remain, breakfast will be served in previously agreed shifts, where NO more than 4 people will be having breakfast simultaneously.

- All the tablecloths are washed daily, and the breakfast areas are ventilated and exposed to the usual cleaning and disinfection procedure.

- The dishes are washed in a dishwasher with a high temperature.

- Our breakfast products (and take away lunches) are made respecting all hygiene and handling regulations. In all cases, we have increased the frequency with which the entire work area is sanitized, doing it more times than usual during each day.

- The reception of the raw material that the suppliers deliver are also subjected to the corresponding sanitation.

At breakfast time we usually use a self-service service on which we implement the following measures:

Guest Will be requested for hand sanitization with gel alcohol before entering the breakfast area. -

- We Will provide of individual tongs to serve what guests prefer from what is available in the buffet.

- Individual Packaging of products.

- Frequent sanitizing of coffee machines, toasters and thermos.

- If required, breakfast will be available in the room.

- The staff will use facial masks during the service.

ROOM CLEANING:

Frequent cleaning measures are reinforced with the use of fabric sanitizers, and the use of masks and gloves by the housekeeping staff

Disposable paper towels will mostly be used for cleaning and applying products.

All our rooms are daily ventilated during stays and at check-out.

LAUNDRY:

Sanitizers and disinfectants are used in our usual washing process. We have a regular washing schedule for pillows, bedspreads, armchair covers, etc.

In addition to washing, disinfection is reinforced with ironing and the application of sanitizing perfumes.

CHECK OUT:

At the time of check out, guests will be allow to do it virtually (Paypal, Mercado Pago, QR Payment, etc.) If case of classical payment and if cards or passports are touched, the hand sanitizer will be used accordingly. The guest will be recommended to do it with their credit cards or identity cards.

TREATMENT OF SUSPECTED OR CONFIRMED CASES:

In the event that any of our guests present symptoms compatible with COVID 19, we will automatically contact the staff of the small hospital in our town. They are the ones who proceed with the corresponding check-ups.

For our part, we will have available all disposable materials that are needed in case the passenger has to stay in our facilities (disposable camisoles, caps, disposable masks for cleaning staff, disposable tableware, etc). And the recommended procedures will be followed when they get into the room for cleaning or delivering food.