



PREVENTIVE MEASURES

COVID-19 PROTOCOL



by SYMPHONY GROUP

HEALTHY HOST

We have a properly uniformed **healthy host**, equipped with **tools** to receive you.



Healthy Host

WELCOME

Once you unload your bags, we proceed to **disinfect them**.

We disinfect the suitcases and place them in a **safe place**.



Healthy Host



ENTERING THE HOTEL

Before entering the hotel, you must **use alcohol gel.**

Our Healthy Host will check your body temperature with the **digital thermometer.**



RECEPTION

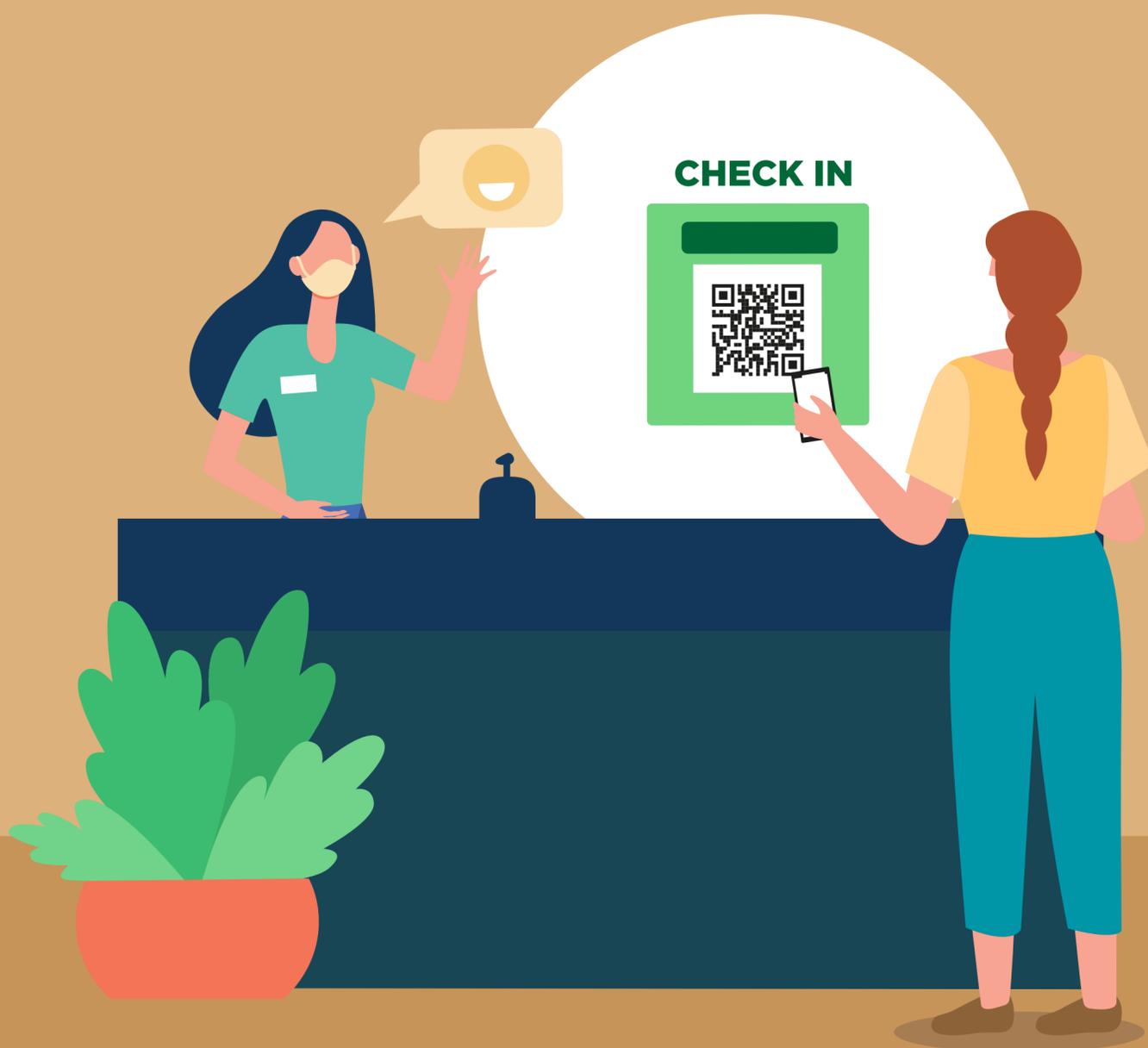
Once inside reception, you can use the sink to **wash your hands** with liquid soap or use the **gel alcohol**.



CHECK - IN

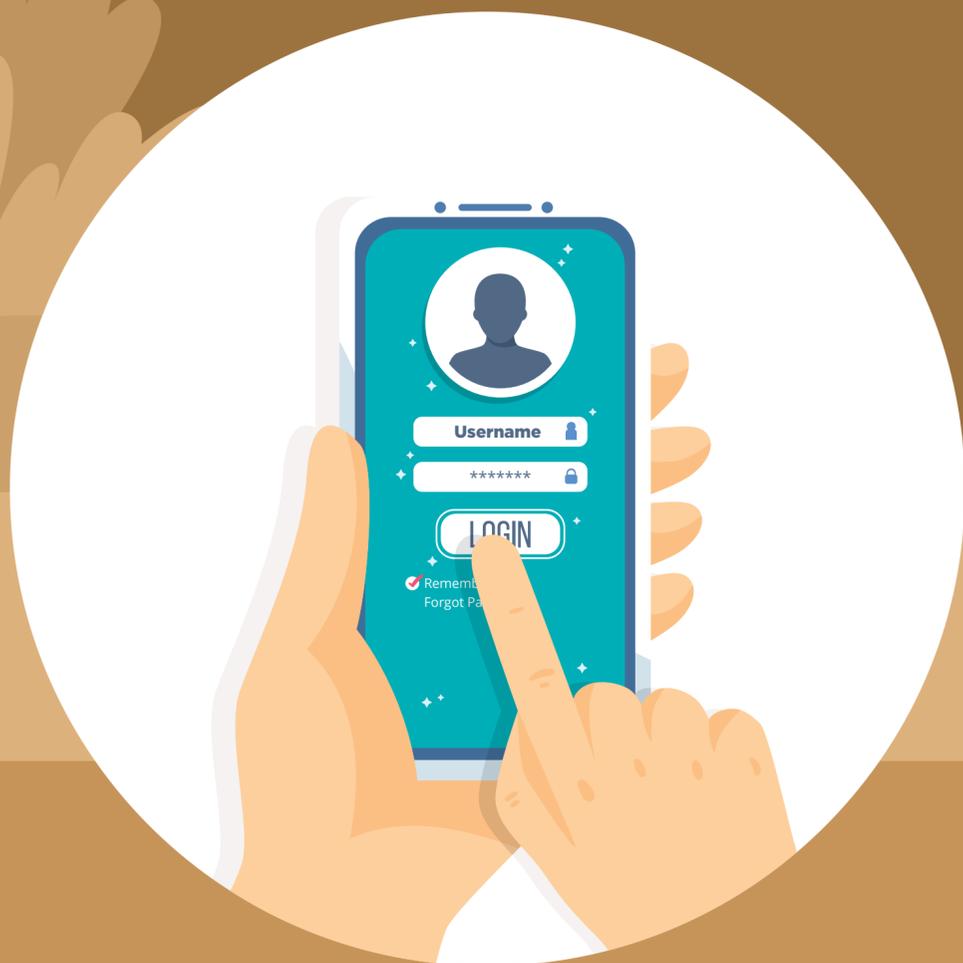
Our reception is adapted to perform a quick **check-in online**.

We have pens and alcohol gel for each guest (in case the client does not want to check-in virtually).



HOTEL APP

We have a **web application** so you can check-in quickly and safely and check **hotel services** from your mobile device.



¡ENJOY!

Our receptionist will give you a sanitized bag which contains the **room key** and a pen for **personal use**.



ROOM ARRIVAL

Our Healthy Host will guide you to your room, which will be ready, disinfected, every object in the room is **sanitized and packed**. The room will also have **gel alcohol**.



COMMON AREAS CLEANING

We have not only our maid team but also the support of the maintenance department, for **common areas disinfection.**



RESTAURANT

Our waiters require the **necessary tools** to identify the best and highest level of **sanitation in the restaurant.**





ENJOY YOUR STAY!

Feel safe during your visit
and **enjoy every moment**
of your stay at our hotel!



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