



TOURISM AND LODGING COVID-19 HANDLING
AND PREVENTION PROTOCOL

#ProtectEachOther

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I. OBJECTIVES

To establish preventive measures for the tourist and lodging sector to minimize COVID-19 contagion risks.

II. MANDATORY PREVENTIVE MEASURES

- Paid public or private transportation.
- Elevators and funiculars.
- Enclosed areas.
- Condominium common areas
- Urban or inhabited areas' public roads.

Mandatory use of Face Mask



- Keep a **one linear meter distance** between people
- No more than one person in enclosed areas servicing public per each 10 m².
- In areas where lines are required, a one linear meter distance must be marked.

Physical Distancing



Hygiene, Cleaning, and Disinfection



The following must be cleaned and disinfected at least once a day:

- Work areas.
- Tools and work items.
- Enclosed common areas.

Information

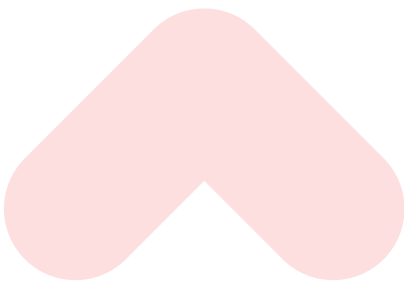
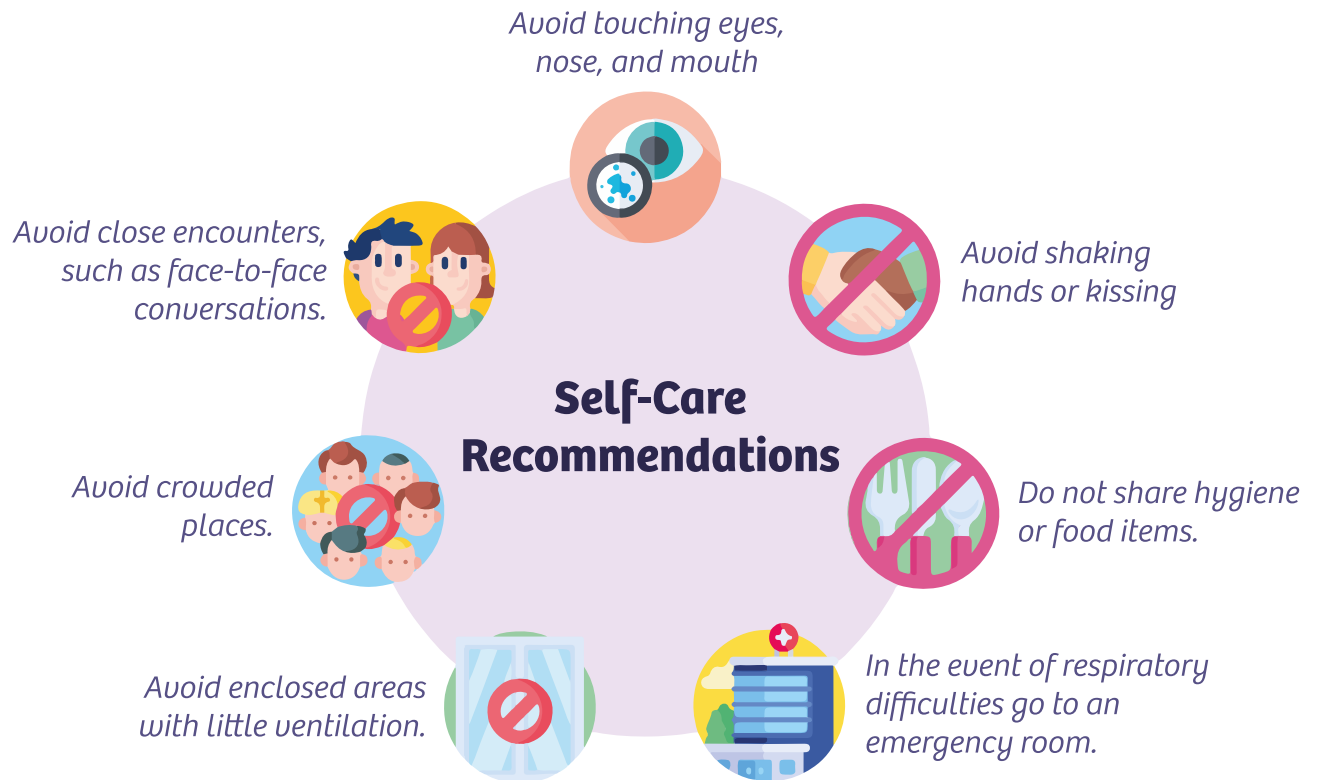


Every enclosed area servicing public shall post:

- Information on **maximum capacity** allowed.
- Information reminding **minimum physical distancing** that must be observed in the facility.
- Self-care obligations and general recommendations.

* Details and exceptions to this measures stated in National Protocol "LIVING WITH COVID" based on Exempt Resolution N°591 of July 23rd, 2020 of the Ministry of Health.

III. SELF-CARE RECOMMENDATIONS



IV. AREA-SPECIFIC RECOMMENDATIONS

REGARDING ESTABLISHMENT ENTRANCES AND EXITS

- One-meter floor marking to ensure distancing between staff while performing their duties and in dining room areas.
- Establish entrance and exit hand disinfection procedures (alcohol or hand sanitizer gel).
- Restrict the number of entrances and only enable main entrances.
- If possible, have infrared thermometers available to take temperature of clients/tourists before entering the establishment and visually check health condition.

COMMON AREAS

- Distribute tables, chairs, and desks in such a manner that proper people distancing is observed.
- It is recommended to mark on floor distance between clients/tourists in the different areas to ensure minimum distancing.
- Facilitate pre-registration of clients/tourists through digital means.
- Have available washbasins with soap and/or alcohol or hand sanitizer gel for clients/tourists and staff.
- Avoid sharing printed material (magazines, brochures, business cards, etc.)
- Keep areas properly ventilated.

TOILET FACILITIES

- Toilets in good condition, garbage bins, washbasins, soap, and toilet paper in dispensers available.
- Avoid the use of towels, use of air drier or disposable absorbent paper recommended.
- Boost ventilation systems.

STAFF

- The following measures are suggested to avoid agglomerations and ensure staff physical distancing:

- ✓ Agree on schedule distribution through several shifts to avoid agglomerations and limit number of staff sharing same space.
- ✓ Assess shift system between staff groups avoiding group interactions (for instance, 14 x 14 work schedules).
- ✓ Flexible schedules or agreement on deferred entry and exit schedules with staff to avoid agglomerations and/or adapt to public transportation availability.
- ✓ Assess staff transportation options to maximize preventive measures and provide prevention items for transportation such as face masks and hand sanitizer gel.
- ✓ Agree on other measures to avoid agglomerations such as meal and break schedules.
- ✓ Take necessary measures for the teams' group meetings. Recommendations:
 - Reduction of number of people as much as possible.
 - Organize meeting in such a manner that participants are at least one meter apart from each other.
 - Have washbasins or, as an alternative, alcohol, or hand sanitizer gel available.
 - Avoid having food or beverages available during the meeting.

TOURISTS

- Inform tourists of practices implemented by the establishment to minimize risks so they can observe them and improve their effectiveness.
- Be aware of health services they can go to in the event medical assistance is required having telephone numbers, addresses, and means of transportation that could provide services available in the event the client requires guidance.

SUPPLIERS

- If possible, take temperature with infrared thermometer and/or visually check supplier's health condition and request filling out statement of health (see attachment) which can be forwarded through electronic means or filled out upon the supplier's arrival.

- In the event of interactions with external companies, ensure that interactions take place along with preventive measures. Inform said measures and request sworn statement stating that external company is also complying with equivalent standards that can be forwarded through electronic means or filled out upon the supplier's arrival.
- If required, assign an entrance for suppliers and stagger delivery schedules to avoid agglomerations. Entrances shall be frequently cleaned and disinfected as per this protocol's criteria.

V SPECIFIC RECOMMENDATIONS FOR TOURIST LODGING FACILITIES

RECEPTION AND GREETING SERVICES

- It is recommended the installation of physical items to ensure the protection of reception staff that can be easily cleaned and disinfected.
- Have facilities to wash hands with soap or alcohol or hand sanitizer gel available for clients and staff.
- Avoid having objects that can be manipulated such as pens, brochures, magazines, etc. available.
- Encourage contactless payment with bank cards or electronic transfers. Clean POS device frequently.
- If cards or keys are provided, they must be placed in a container with disinfectant when stay is over or after each use if left in reception.
- When staff provide luggage valet services disinfectant moist towelettes must be available to clean handles, etc.

COMMON AREAS

- Hold activities in open spaces if possible and avoid exchanging objects.
- Close/eliminate children areas and children playgrounds.

CAFETERIA/RESTAURANT SERVICES

- Avoid direct handling of food for clients and minimize self-services.

- Eliminate buffets and serve breakfast directly to duly distanced dining room or cafeteria tables. In the event buffets cannot be eliminated, options such as buffet with protective shields, individual plating, and/or covered single servings must be implemented.

QUARANTINE GUEST BEHAVIOR

- If there is a reasonable suspicion that a guest may be infected with Covid-19 it is recommended to:
 - ✓ Confine guest to his/her room. If possible, assign an exclusive area within the hotel (floor, wing, area) where positive or suspected patients will sleep.
 - ✓ Reception advises how to get in touch with health authorities and/or health services.
 - ✓ Reception advises on getting safe transportation if required. In the event the client refuses, tourist lodge must report the event to the Health Minister Regional Office to take proper action.
- Health authority shall proceed to identify close encounters and state which persons shall have to go under mandatory quarantine.
- The stay's cost during the isolation period shall be paid by each visitor.

CLEANING PROCEDURES FOR ESTABLISHMENTS IN THE EVENT OF CONFIRMED CASES

- When cleaning of room with suspected and confirmed cases is performed, use items exclusively for said rooms to avoid risks of cross-contamination.
- Disposable personal protection items for housekeeping staff.
 - ✓ Surgical masks, disposable gloves, face shields, and spare uniforms to clean each room of clients with confirmed contagion.
 - ✓ Ventilate/air common areas and rooms as frequently as possible.
 - ✓ It is recommended to have disposable glasses and sanitizer gel available in rooms of confirmed clients.
- Every hotel staff that has to enter a room due to an exceptional case when the client is present shall wear face mask and personal protection equipment such as face shield (over face mask), gloves, and personal protection clothing, properly wash or disinfect

hands when entering and exiting area and keep distance of at least one meter and a half from the client, ensuring that the latter is wearing a face mask, has previously ventilated the area and avoid any contact (if the room includes a bathroom staff must remain inside same if the client's health allows it.)

- Must not place cleaning cart inside the room.
- Remove bed linen and towels and place them in a labeled and hermetically closed bag until they are ready to be washed, warning laundry personnel for safe handling (no shaking of dirty clothes and avoiding direct contact with skin). Machine wash at 60° - 90° C with regular detergent.
- Disposable material used for sick people (handkerchiefs, face masks, glasses, etc.) shall be eliminated through a hermetically sealed plastic bag and will be disposed in garbage bin with closed cover.
- When the client permanently leaves the room, remove and replace all cleaning items (amenities, toilet paper rolls, garbage bags, etc.) and dispose of them.
- Proper post cleaning and disinfection.

SWORN STATEMENT OF HEALTH FOR EXTERNAL SUPPLIERS

By signing this statement, I declare that during the previous 14 days I have not:

- Been declared a confirmed COVID-19 case.
- Experienced symptoms commonly associated to COVID-19.
- Knowingly been in close contact with a confirmed case.
- Been placed under quarantine due to travel or other reason.

FULL NAME	N.I.C. OR PASSPORT	E-MAIL	SIGNATURE