

Sanitary Protocols at Estancia Cerro Guido

General Aspects

- Staff at Estancia Cerro Guido will be monitored regularly to detect a possible COVID19 infection in a timely manner.
- All the Staff have been specially trained for a rigorous implementation of all the prevention, sanitization and safety measures of the hotel by a certified organization.
- The Service Area and the internal activities of our Staff also have strict health prevention measures.
- There will be a containment space for guests or staff with COVID19 symptoms, where they will remain under care and strict sanitary measures until they are medically evacuated to a Puerto Natales health facility.

Guest check-in and check-out process at the hotel



• Upon arrival at Cerro Guido, our staff will receive the guests and they will give them a briefing about their stay at the hotel.



• At the entrance to the Reception, we will have a shoe sanitizing station for the shoe disinfection. Likewise, our receptionists are equipped with personal protection elements (mask, gloves).

• Reception facilities will be disinfected regularly and daily.

• We will deliver a security kit to each guest (masks, gloves and disinfectant).

• During the check in and check out process we will have distanced places between guests.

• A pre-check in process has been implemented to avoid agglomerations in the reception sector.

Rooms



• The Casona Patronal, where the rooms are, will have a shoe sanitizing station for disinfection of footwear.

• The rooms will be sanitized after each check out and before being occupied by new guests.



• During the stay, the daily cleaning of the room will only be done with a formal request from the guests and under high safety standards for our staff.

• Towels and sheets will not be changed unless there is a formal request from the guests.

Excursions



• Body temperature control of each guest will be registered daily and prior to the start of the excursion by the Guide in charge. In addition, a briefing about health safety will be made before leaving for the excursion.



• It is required to use a mask when there are stops at lookouts on the route. Groups may not exceed 6 people per guide and it is required to keep social distance during transfers, walks and general activities

• Each guest will transport their own food for excursions, and it will be prepared by the kitchen staff, according to an established menu and hygiene protocols.

• External excursion services operated by Cerro Guido, will be subjected to the same sanitary prevention standards to ensure the health of our guests and Staff.

Care and prevention during the hotel stay



• There will be a shoe sanitizing station for the disinfection of footwear in all common areas of the hotel.



• Guests and Staff must wear masks in the common areas all the time.

• There will be alcohol gel dispensers in all common areas.

• The kitchen, bar, lounge and public bathrooms will be sanitized regularly and daily.



• In the restaurant, the dishes will only be prepared according to the daily menu. The menu will be digital.

• When there are buffet services, the food will be handled and served only by the hotel staff.

• Distances between the tables at the restaurant need to be respected.

• There will be service hours in the restaurant, depending on the occupation, to avoid crowds.

• Capacity limits have been established at the hotel's bar and lounge.

• Activities or special events for private groups will always have strict security measures and health prevention.

Preventive health measures during transfers

• Hotel vehicles will be sanitized prior to each transfer (excursions, others).

• Cerro Guido's Guides and Drivers will use personal protection items (mask, gloves) during transfers.



• Before getting into the vehicle, there will be a temperature check of the guests.



• All guests will be required to wear a mask and disinfect hands during transportation.

• There will be a shoe sanitizing station before getting into the vehicle.



• The same protocols will be required from external transfer companies that work for the hotel.