

BIO SAFETY PROTOCOL

Cartagena Plaza Hotel

Our priority is your health and safety!

RNT.5286

Pre-stay



- We are frequently monitoring information about the public health in the world and especially in Colombia and Cartagena. And we remain in contact with the health authorities of the city and the country. In any situation, we will be reporting any decision taken to protect the health and safety of all.
- We are training and creating awareness among our suppliers, collaborators and guests on how to stay healthy and create a safe environment for everyone. We inform on the importance of thoroughly handwashing, social distancing, respiratory hygiene protocol and the use of face masks. In addition, we inform how to recognize COVID-19 symptoms and how to report any suspicion of this disease among suppliers, collaborators and guests.
- We recommend the digital check-in in order to avoid crowded areas. People who make reservations will be informed, prior to their arrival, of the rules they must comply with regarding temperature screening, health conditions questionnaire, the handwashing protocol, social distancing, wearing face masks, respiratory hygiene protocol and avoiding crowded places, among others.
- In our facilities, all providers and collaborators must allow the procedures of temperature screening. If they present symptoms of the disease they will not be able to enter and special measures to manage risk situations (defined in the protocol) will be taken. Furthermore, they must comply with all the biosecurity rules implemented.

Stay



- The use of masks is mandatory. We make sanitization of footwear and luggage prior to entering the facilities.
- At the time of check-in, all guests must allow temperature screening and if they present symptoms of the disease, we take measures to manage risk situations.
- We encourage our collaborators and guests to actively wash their hands or using hand sanitizer gel, upon entering any area of the hotel establishment, including the lobby, restaurants, etc. or areas with heavy traffic of people. The hotel have hand sanitizing station in different areas.
- We have a rigorous daily cleaning and hygiene management which includes more frequent disinfections on the most touched surfaces, in public areas, tables, chairs, rails and handles, etc. that are in frequent use. At our facilities we use medical sanitizer to remove COVID-19.
- The provision of services in restaurants is carried out by prior reservation through line 111 and according to the established capacity. The use of the pool will be carried out in the same way through prior reservation and according to the pre-established capacity. Specific cleaning and disinfection programs are being implemented in each area. Biosecurity kits are available for guest acquisition in the reception area. The use of our digital tools is made to order food and beverages and the use of Room service is encouraged. In the restaurants and service areas of the hotel, compliance with social distancing is required. With our buffet service, direct handling of food and beverages by customers is avoided, facilitating customer service and minimizing self-service. All our collaborators will comply with the biosafety protocols for the provision of the service.
- It is suggested to check-out by digital means in order to avoid crowded areas.

Post-stay



We send a digital survey to our guests in order to know their opinions of the service provided.

The room used by the guest is cleaned and disinfected.

We send the invoice of the services used and paid at the hotel digitally.



Stay informed of the actions we take in coordination with the national and local health authorities.