



# BIOSAFETY PROTOCOL MANUAL COVID-19

AT HOTELES ESTELAR, WE WORK  
TO PROTECT OUR HEALTH.

GUIDE FOR CLIENTS, GUEST & TENDERINGS ONLY.



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POR TU SALUD Y TU  
TRANQUILIDAD

WE DO THIS FOR YOU,  
YOUR HEALTH AND YOUR RELIEF

Hoteles Estelar will guarantee  
the health and biosafety manual protocols in all operations.



DOWNLOAD  
CORONAPP COLOMBIA

Evaluate your health and receive  
recommendations on COVID-19.  
Official app of the National Government of Colombia

# FRONT DESK

## GUESTS AND CLIENTS

Hoteles ESTELAR is committed with complying with all safety standards and normative to ensure taking care of our guests and visitors health. We are prepared and trained to offer the best Service.

## WHEN WE WELCOME YOU

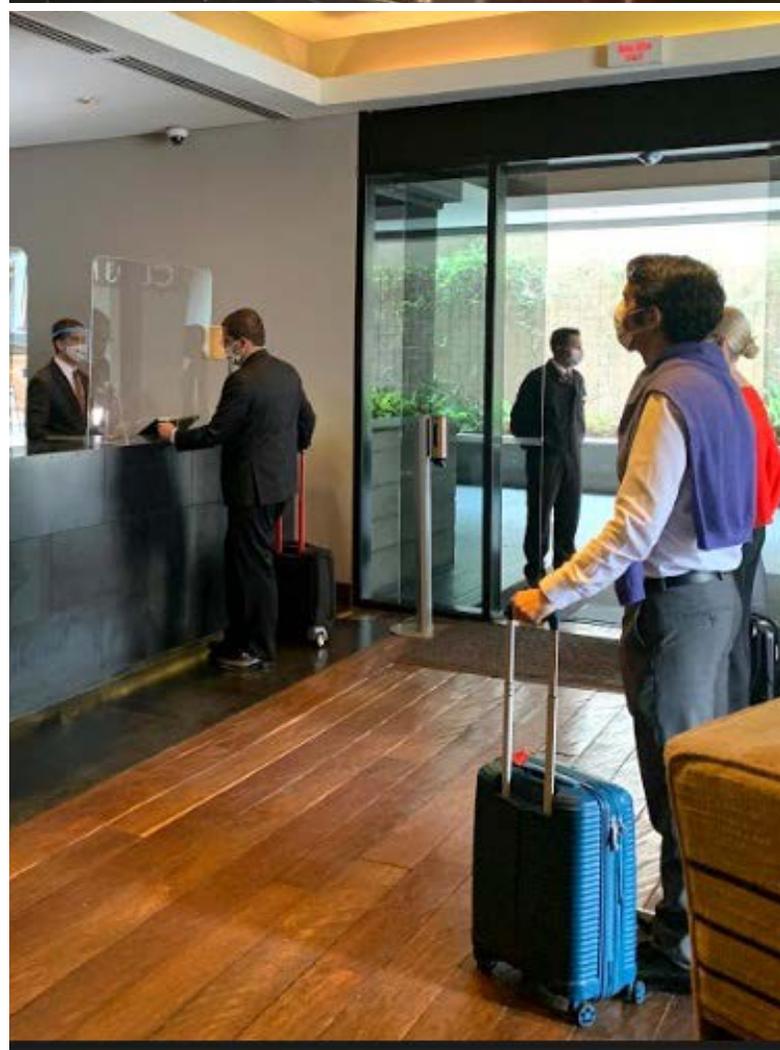
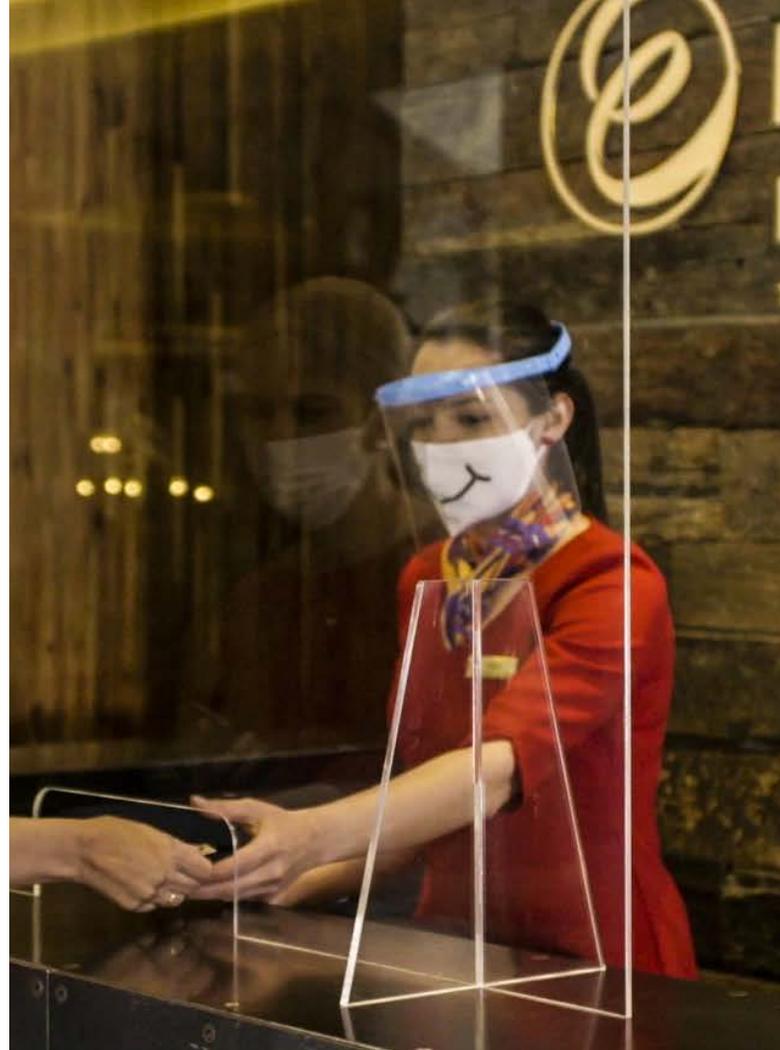
Using facemasks is mandatory for guests, clients, and our drivers. We will offer antibacterial gel before boarding the vehicles. Social distancing is required, and guests are not allowed on the front seat. If possible, Windows must remain open to ensure natural ventilation.

## UPON HOTEL ARRIVAL

We have implemented biosafety protocols and information throughout the hotel, indicating correct use of facemasks and hand washing procedures. All our front desk team will have Personal Protective Equipment.

Upon entering, we have antibacterial gel dispensers for guests, clients, visitors, and our workforce. If the guest authorizes luggage handling, our bellboys will carry the luggage by the handles with a sterilized towel. Our front desk counter has an acrylic barrier with little windows for check in, check out or any requirement, always maintaining 2 meters distance with the corresponding markings.

When arriving to the hotel, basic recommendations for health safety will be sent to the guest's email, and a disinfecting kit will be provided at the front desk, including a pen for exclusive use. Temperature will be checked upon arrival and in case of results being over 38°, guest will be directed towards an isolation area while a second verification is performed. If there are any symptoms present at the time, guest will be informed that entrance is only allowed under complete isolation procedures.



Hotel will report the case to the corresponding authorities (district or municipality health officials) and request the guest to contact their health provider (EPS). If the guest decides to go to the hospital, the room will be quarantined and special procedures for this situation will be provided.

Our front desk team will wash hands regularly, every time a check in or check out is performed, when they receive cash, or when a disinfected item is received. This procedure will be registered.

Guests and Service elevators will have disinfecting routines every 2 hours, this also applies for all elements located in public areas, such as staircases, handles and rails, telephones, door handles or light switches.

## WHEN ARRIVING TO YOUR GUEST ROOM

Our housekeeping team will have Personal Protective Equipment. For room cleaning and disinfection, the team will use EPA approved chemicals for all supplies, thus ensuring the correct disinfection of all surfaces, using the corresponding protocols for biodegradable chemicals and cleaning tools, and ensuring a final checklist to guarantee that all implements in the room have been completely disinfected (tv remotes, hairdryers, lamps, phones, etc.). After finishing the cleaning procedures and checklist, the room supervisor will inspect the work done and will set a card on the room door confirming the room has been sanitized.

Guests on quarantine or isolation will not be permitted visitors either in room or in social areas of the hotel. Guest rooms used for preventive isolation or quarantine will have a strict disinfecting procedure and will not be used until after 3 days of guest departure, ensuring room ventilation the longest time possible.

### MINIBAR

All rooms must have QR codes to access Minibar menu.



## FOOD AND BEVERAGE

All our team members on the production and service areas for Food and Beverage will have Personal Protective Equipment. The waiters will explain to our guests and clients the safety measures implemented by the restaurant or bar, will request hand disinfection with antibacterial gel and temperature will be checked on all outlets. To ensure social distancing, cards will be placed to indicate the places or seats not allowed for use, and previous reservations will be required for non-staying guests.

Service will be provided directly to the guest table. Menu will be available for download via QR codes to mobile devices. In case the guest cannot use this option, a previously sanitized menu will be provided. Individual servings in covered dishware will be provided for self-service, and for show-cooking preparations the plate will be taken directly to the guest table.

Tables will not have cutlery, salt, or pepper shakers. All implements will be provided upon guest request, and cutlery will be delivered in sanitized and sealed bags. Every time the Service is finished, tables and chairs will be disinfected before the following guests arrive.

## ROOM SERVICE

Guests will find a QR code in the room to access the menu via mobile devices. In case the guest can't use this option, a previously sanitized menu will be provided.

For guests in quarantine or mandatory isolation all food and beverage service will be delivered to the room. Disposable plates and cutlery will be used for the entire stay. This is also applicable for guests diagnosed with COVID-19. Plates and trash collection will be coordinated with the guest.



## BANQUETS AND EVENTS

We will ensure social distancing on banquet rooms and areas in every setting, according to maximum guest capacity with two-meter social distancing space.

The organizer and event participants will have their temperature checked, and safety and preventive measures against COVID-19 will be informed. Facemasks are always mandatory, as well as respiratory etiquette, shoe disinfection, constant hand washing and social distancing. If guests or visitors refuse to comply with these recommendations, Estelar reserves the right to refuse admission or stay in the premises.

To ensure complying with sanitary regulations, the event organizer will complete a form where the following information is registered: event attendees, names, ID's, email, and phone numbers.



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For those hotels with convention center and/or corporate fair events, a movement and guest flow plan must be established for every event. The event organizer must be informed about the maximum capacity on the rooms and banquet facilities to avoid exceeding it and to comply with social distancing measures.

Each presenter, assistant, contractor or provider must be responsible for cleaning and disinfection of equipment, merchandise and work materials.

## GYM

Gel dispensers and disposable towels will be provided for guest and client use. Social distancing is enforced; therefore, cards will be placed to indicate the spaces that must not be used. Reservations are required. Lockers will not be available, since guests and clients must use clothing brought from their guestroom or home.

## HAIR SALON

Our team members will have Personal Protective Equipment and will follow strict disinfecting procedures for work equipment and hair salon spaces. Disinfecting gel dispensers and disposable towels will be provided in all entrances, and facemasks are mandatory.

Guests or clients must carry their own make up products, except airbrushes, that must be disinfected after every use. Make up applicators will be disposable, or provided by the guest or client, including hair combs.

In order to ensure social distancing and room capacity, reservations are required, as well as temperature checks and symptoms survey must be completed.



## POOLS

To comply with the permitted capacity, there will be controls for entering and exiting the pools, avoiding contact between guests and external visitors, and also ensuring 2 meters social distancing, except for families. Temperature check and symptom verification will be done upon entering, and gel dispensers and signaling will be available.

Alcohol beverages will not be permitted inside the pool delimitation areas. Guests will be required to wear facemasks permanently when outside the pools, and hand disinfection and social distancing will be enforced. Towels and personal items must not be shared.



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## SPA

Our team members will have personal protective equipment and strict disinfecting procedures for work equipment and all areas will be in place.

Disinfecting gel dispensers and disposable towels will be provided upon entrance, and facemask will be mandatory. Guests must make previous reservation for SPA use, and symptom verification surveys must be completed before every reservation, as well as spa personnel. Our team members must take a shower before and after every massage session.

## SAUNA, JACUZZIS & STEAM BATH

Access to wet-areas is restricted to guests traveling together (cohabitants) or strictly individual use.

Towels and hydration are individual. Each guest must take a shower before and after each massage session or use of these areas (Sauna, Jacuzzi, steam bath). Guests or clients can not sit or lay down directly on the surface of the sauna or Turkish bath, and must instead use the towel given by the hotel for this purpose.

## BEACHES

Lifesavers and / or team members in charge will have personal protective equipment and strict disinfecting procedures for work equipment and all areas will be in place.

Our guests will be informed about the safety regulations adopted by the hotel, temperature and symptom verifications will be completed before accessing the beaches.

To comply with social distancing and beach capacity measures, reservations must be made before the access. Facemasks are mandatory and can only be retired upon entering the sea. Reunions or social gatherings are not permitted on the beach area, as well as alcoholic beverages or pets.

## LAUNDRY

Our team members will have Personal Protective Equipment for receiving and handling linens and personal laundry. Sanitization procedures will be used for bags, and disinfecting solutions will be used for washing and drying. Social distancing will be required for receiving and delivering clothing.

Before delivering clothes or linens, our housekeepers will coordinate a call with our guests informing that the laundry bags will be delivered at the door, conserving the required two meters social distancing.

