



## BIOSECURITY PROTOCOL

# Hotel, Hostel & Inn



## **RECOMMENDATIONS FOR STAFF:**

Personnel with a temperature higher than 37.8° range will not be allowed to enter the facilities.

Provide the time and the means necessary for hand washing (water, soap, and disposable towels -optional).

Disinfect the sole of the footwear before entering the facilities or workstations.

Provide personal protective equipment for the staff who have more contact with customers.

Avoid bringing in unnecessary personal items and in case this is unavoidable it is recommended to leave them in a locker (example: umbrella).

Promote the disinfection of personal objects of common use such as: cell phone, phones, glasses, cameras, lenses, etc.

Avoid sharing protective equipment.

Women must keep their hair tied up and away from their face, do not wear any type of jewelry, keep nails short, without polish and avoid acrylic nails.

Men should wear short hair and nails as well as avoid long beards.

If uniforms are worn, they must be washed daily.

Assign a person to supervise communication and verify compliance with the biosafety protocol.

Post guidelines from the Ministry of Health in a visible part of your establishment.

Schedule staggered work shifts whenever possible, in accordance with national labor legislations.

## **RECOMMENDATIONS FOR SUPPLIERS:**

Suppliers with a temperature above the 37.8 ° range will not be allowed to enter the facilities.

Schedule the arrival of suppliers or supplies in a staggered manner.

Provide, whenever possible, different access points for providers of services and supplies, as well as loading and unloading areas.

Explain the safety protocols that the company is implementing so that they suppliers and service providers can act accordingly.

Request that they comply with safety measures (hand washing and use of mask) as well as use of personal protective equipment to enter the establishment.

Keep a record of the suppliers that visit the establishment (company, employee, day, time).

Avoid staying inside the premises for longer than necessary.

Carry out transactions digitally whenever possible.

## **RECOMMENDATIONS FOR CUSTOMERS:**

Provide, whenever possible, a web site that allows the client to make reservations or purchases online, review biosafety protocols and all other client information.

From the moment a reservation is made, inform the client of the biosafety protocols that are in place within the establishment.

Guarantee compliance with hygiene measures.

Have a clearly established guest arrival protocol, defining the role of the staff from the moment the tourist arrives, until they leave the establishment.

Provide travelers with information to reduce the general risk of acute respiratory infections and the prevention measures that are being implemented in the country and within the tourism chain: transportation, hotels, restaurants, tourism attractions and activities.

Post in visible places the recommendations issued by the Ministry of Health in relation to the pandemic.

Recommend to guests the use of face masks during their stay at the hotel.

At the time of check in, the staff must provide the client with a brief introduction in which they indicate the safety recommendations and protocols to follow during their stay at the hotel.

Encourage payment by card or bank transfers, to avoid handling cash.