

# Covid-19 / Health and Safety Guide

## **CASA GRANDE HOTELS**



TAKING CARE OF YOU



# Covid-19 / Health and Safety Guide

## 1. Introduction

This manual details all the measures, and procedures that Casa Grande Hotels has implemented throughout the property and its operational areas in order to offer a safe environment.

Our program was developed following local and national regulations approved and divulged by the Ministry of Health and the Vice Ministry of Tourism of Bolivia, as well as recommendations from the World Health Organization (WHO) and safety standards internationally accepted.

We are committed to protecting the health and safety of all visitors and team members; thus, we have adapted to the current context, adopting effective actions to minimize the possibility of contagion.

Daily and rigorous controls are conducted in order to guarantee the effective application of this manual, not only by our collaborators, but also our guests, clients, and suppliers.



All Casa Grande team efforts are focused on giving you our best service,  
with the safest experience.

## 2. COVID-19 prevention standards

### 2.1 Information for our guests and clients.

**Prevention and Response Protocols** information is available both digitally and physically in our facilities at the front desk, also our staff is trained to respond to your queries and concerns.

### 2.2 Disinfection products

Our hygiene practices and cleaning processes have been improved, performing a deep disinfection of all areas and surfaces.

The disinfectant products we use are all approved and recommended by the Bolivian Ministry of Health, the World Health Organization WHO and companies specialized in safety and hygiene. This includes sodium hypochlorite, soapy solutions, and 70% alcohol-based substances.

The use of disinfecting agents in all areas and surfaces, will greatly lower the level of exposure or contact with people.

### 2.3 Important procedures

#### a) Handwashing



The most important method of infection control, is constant and thorough handwashing. We promote this practice on the entirety of our staff and guests.

Regular washing, especially in certain instances, where contact with the virus is more frequent:

- ✓ After using public transport.
- ✓ Handling cash.
- ✓ After touching door handles.
- ✓ Before/After using toilet.
- ✓ Before/After using cellphone.
- ✓ Before/After using certain devices as public phones, keyboards, printers, etc.
- ✓ Before/After eating.

## b) Personal Protective Equipment

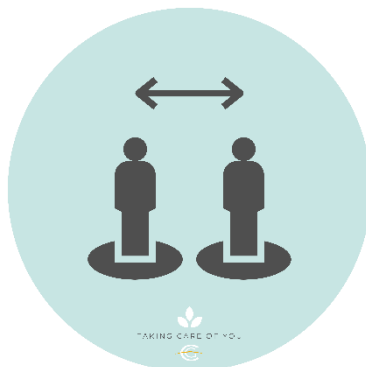
Mask wearing is mandatory in all public and internal areas of the hotel. It applies to guests, customers, visitors, staff and suppliers.

The correct way to use a mask, is by placing it over the nose and mouth, leaving no gap between the face and the mask. It should not be touched while it is on the face.

In addition, employees wear appropriate PPE based on their role and responsibilities (masks, gloves, facial coverings, protective glasses).



## c) Social distancing



It is recommended to keep at least 1.5 meters of distance between all the people inside Hotel.

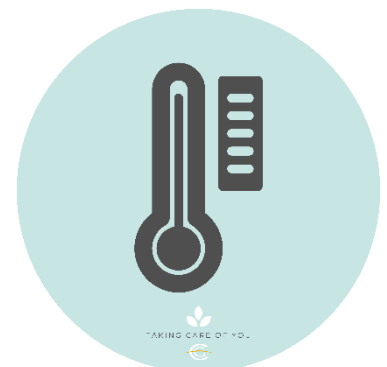
In some areas where waiting lines can be generated (such as reception, restaurant and bar), the waiting space that considers the minimum distance is marked.

Rooms assignment is made considering social distancing according to availability.

## d) Temperature screenings

Temperature screenings will be conducted on every person who enters the hotel, whether they are guests, clients, or staff.

Body temperature should not be higher than 37.5 Celsius degrees. In the case that the person being screened shows elevated temperature he/she will be transferred to a designated area for provisional isolation, the protocol established by the Ministry of Health will begin.



### e) Shoe disinfection



All Hotel entrances have a shoe disinfection mat, that must be used by all visitors. It's content will be constantly renewed according to its use.

Both guests and workers should soak the soles of their shoes in these mats for 10 seconds.

### f) Luggage

Luggage custody service is only for hotel guests.

Each piece of luggage will be disinfected at arrival. This also includes personal items such as purses, backpacks, bags, etc.



### g) Sanitizing stations



Hand Sanitizer is provided at every hotel entrance.

Hand Sanitizer stations prominently placed throughout common areas of the hotel.

## h) Continuous cleaning and disinfection

We have increased our procedures to guarantee the highest standards of cleanliness, hygiene and safety.

These procedures follow a daily schedule that is rigorously executed considering the levels of circulation and contact of every place and surface



## i) Control and monitoring



We have a specific team to oversee and keep daily records in all work areas to ensure the health and sanitation measures are being met correctly.

In addition, our virus prevention procedures are continuously updated and enhanced.

## j) Prevention and good practices culture

Regular training is provided to personnel to promote preventive habits both inside and outside the hotel (before, during and after workhours).

We have an internal communication system to inform and update our team on wellness, hygiene and safety measures, Hotel protocols and national regulations.



## 2.4 Hotel services

### a. Reception (front desk)

- 24 hour service.
- Protective screens and signage have been installed to maintain social distance between receptionists and clients.
- Disinfection and cleaning of equipment and materials is conducted in each work shift change (counter, computers, stationery, etc.).
- Online and phone communication is available to avoid physical contact (whatsapp, email).
- **CHECK IN:** The guest will be asked for all the information via online to avoid or minimize physical contact at check in.

Key cards will be collected at the end of each guest's stay for disinfection.

- **CHECK OUT:** Advanced invoicing is available if guests ask for it. At the same time we provide payment methods that avoid contact and the use of cash: bank transfers, credit card payment, online payments.

### b. Rooms

- At Check-in, guests will be asked about the cleaning frequency of their room, to minimize contact. Cleaning can be done daily, every 2 days or every 3 days.
- Cleaning will be made in the absence of guest.
- Cleaning and disinfection follows a rigorous protocol paying special attention to high-touch items: phone devices, TV remote, radio alarm clock, door handles, etc.
- Rugs will be removed from rooms.
- Any object and stationery that is not essential is removed to minimize contact points.
- All minibar products are disinfected at every replacement or guest change.
- Linens and towels will be transported in specific containers for washing them in our own facilities at a temperature of 60 degrees celsius.
- Laundry and ironing services also follow a process that guarantees disinfection.

### **c. Restaurants, Dinning room, Cafeteria and Bar**

- Food and beverage preparation protocols are strictly enforced.
- Seating capacity reduced to 50% according to national regulations.
- We have changed table distribution to guarantee social distancing between customers and staff.
- Table setting is only performed when client is seated. This measure helps disinfection and reduces items handling as placemats, cutlery, napkins, salt shakers, oil cans, etc.
- A la carte breakfast, and box breakfast (breakfast to go) available until demand requires Assisted Buffet service.
- Room service is available for all meals with an additional charge of 20%.
- Digital menus are available through QR code.
- Due to capacity reduction, reservations in advance are necessary.
- Cleaning is carried out constantly and tables and chairs are disinfected after each service.
- Tablecloths, cutlery and crockery are washed thoroughly.

### **d. Events and meetings**

- The maximum capacity is limited in all meeting and event spaces to guarantee social distancing.
- Mask wearing is mandatory.
- Sanitizer dispensers in all spaces.
- Deep cleaning and disinfection after each service.



## e. Wellness Casa Grande\*

### General measures

- Mask wearing is mandatory from entering Wellness area until the use of saunas, swimming pool or Jacuzzi. During the bath time, guest may deposit their mask with the rest of their belongings and should put it on once their session ends.
- At Gym and Massage room, the use of a mask is mandatory at all times.
- Guests must use appropriate footwear at pool and sauna areas, such as sandals or slippers; not street shoes.
- In all areas, people should maintain a minimum social distance of 1.5 meters with others.
- We recommend the use of lockers to store clothing and belongings. A locker key can be requested to reception, extension 5111.
- There is sanitizer, alcohol or liquid soap in all spaces.
- All spaces will be regularly cleaned and disinfected according to frequency of use.

### Opening hours and request for services

- Wellness Casa Grande is open from 07:00 to 23:00.
- Steam and Dry saunas are switched on by request, guests may ask for the service 45 minutes before. The recommended time of use is 15 to 25 continuous minutes.
- Massage session has additional cost of Bs. 300.- per hour and need to be requested 2 hours before.

**\*Note:** The Wellness Casa Grande opening will be subject to current regulations, issued by local and national authorities.

## f. Public areas

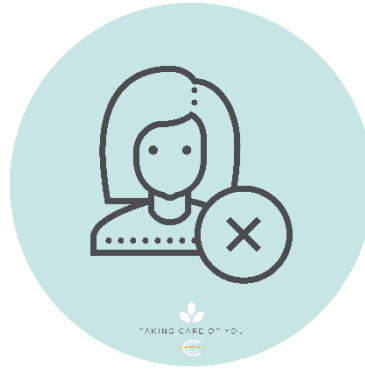
- Staff will be in charge of the elevator flow control, suggesting to each guest or family group exclusive use, even if it is necessary to have short waiting periods for the next elevator.
- Visible signals will be placed to ensure that guests respect the number of people allowed in elevator.
- Social distancing must be maintained in all public areas including corridors, lobby, sanitary services, etc.
- Public toilets are equipped with paper dispensers or hand dryers and pedal trash cans.
- Safe collection of trash cans from public areas, so that bags are closed and transferred to the waste point.
- Constant replenishment of soap, paper towels, sanitizer, etc., in addition to frequent disinfection of dispensers.

### 3. Emergency plan for presumptive or confirmed case of COVID-19

- In the case of a person with suspicious symptoms of COVID-19 (guest or hotel staff), he/she will be isolated to prevent contamination of other areas.
- Access to affected zones is restricted until disinfection has been conducted, once the guest or employee has left the Hotel.
- The case will be notified to the Bolivian Ministry of Health or the Departmental Health Service (SEDES) to activate the protocol according to current national regulations.



**Isolated the person**



**Restricted access**



**Activate the protocol and inform**