

# Eco-Hostal Tambo Verde

## Our actions towards a sanitarily safe stay

### DEAR GUESTS:

#### Firstly, we want to give you a warm welcome to Eco-Hostal Tambo Verde!

We are very happy to see people travel again and know that all of you went through difficult times during the past months of the COVID-19 pandemic. As this global uncertainty is persisting, leaving your home, being abroad and staying in new, unknown places might make you feel uneasy or maybe even anxious in terms of sanitarian conditions and health protection you will find on your way.

Hence, for your peace of mind and for the protection of everyone, we started to implement a strict sanitarian protocol and would like to share the actions we take in order to guarantee essential hygiene conditions - please collaborate to make it work, we want you and everyone to enjoy the time with us safely!

- ☑ **Quick check-in:** After a brief, but mandatory health-check of new arrivals, we want to reduce areas and time of contact right from the beginning - therefore, we will not ask for unnecessary paper stuff in the moment of checking in, neither will we insist in the filling out of register forms and the implicit interchange of pencils, etc. Payment can of course be done with credit/debit card.
- ☑ **Sanitised rooms and touchpoints:** Disposing of tidy, clean rooms is one thing, making them as safe as possible against pathogenic germs is another one. Beyond housekeeping, we constantly sanitise our rooms and common areas, paying special attention to touchpoints such as door & window handles, bathroom areas and toilets. Rooms are continuously disinfected after each check-out.
- ☑ **Secure breakfast:** our staff will prepare your breakfast wearing mask and rubber gloves. We only use cutlery & dishes that have been previously sanitised, cover the plates with impermeable material, and provide breakfast room service on demand. If you want to enjoy breakfast in the common spaces, we schedule personalised breakfast served in separated areas, according to the total number of passengers staying (please advise us a day before!). During breakfast, only staff members are allowed in the kitchen! Guests that want to use our kitchen need to advise previously.
- ☑ **Alcohol gel in common areas:** we dispose of alcohol spray and/or gel at the entrances to common areas such as dining area, kitchen and cafeteria. In order to assure a coherent and hygienic treatment of our inventory & equipment, we ask you to **always disinfect your hands** before entering, especially the kitchen area.

Please wear your protective mask at any moment while outside your room!

Carrying out these actions effectively implies more organisation, planning and might therefore means some waiting time here and there - we kindly ask for your understanding if things take a bit longer, it's for the wellbeing of all of us! We hope that these actions help to ease your mind and wish you a wonderful stay in our Eco-Hostal!

If you have any doubts regarding specific procedures, substances of content applied or their ecological interaction, feel free to ask us.