



Protocolo COVID-19 EN

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COVID-19 - Our hygiene and safety protocol

At Tenorio Lodge, in compliance with the latest Costa Rican Ministry of Health guidelines, we have implemented sanitary measures to ensure safety of everyone, guests, employees and suppliers. We are monitoring the situation and working very closely with local authorities following the Costa Rican Ministry of Health and the World Health Organization guidelines.

Here are the details of our hygiene and safety protocol:

General

- We have increased the frequency of cleaning and disinfecting with particular attention paid to high-touch items.
- Rigorous cleaning protocols for each bungalow after each client's departure.
- Rigorous cleaning protocols for public areas, jacuzzis and more specifically door handles, switches, lift buttons, room keys...
- New measures have been taken at the reception to maintain quality service while respecting the new health and safety guidance.
- Use of detergents, disinfectants and air fresheners compliant with the Costa Rica guidelines standard.
- A mask must be worn within the hotel's public spaces boundaries.
- All staff are equipped with masks, gloves and have hand sanitiser and record their temperature when they take up their shift.
- All staff receive regular training on Covid-19 sanitary standards, as defined by the Costa Rican Ministry of Health and the Ministry of Tourism (ICT)
- All staff and make sure to apply social distance, wear safety health equipment and wash their hands as regularly as possible and after each interaction.
- Pedal-operated hand washers with soap and hand sanitiser dispensers are installed at staff and supplier crossing points and in common areas for customers.
- Information panels are displayed at many crossing points in our establishment. Do not hesitate to consult it.

Reception

- At the entrance, upon your arrival, we invite you to wash and disinfect your hands using the pedal-operated water fountain with soap, and the hand sanitiser dispensers available for you.
- Wearing a mask is mandatory.
- We will take your body temperature.
- Protective glass surrounds the hotel reception desk, clean and disinfect after each interaction.
- On arrival, you will have to fill a form and indicate your contact details so that the local authorities can contact you in the event of a follow-up being triggered (*).
- The reception counter is disinfected after each guest.
- The keys of the bungalows are disinfected before and after each use.
- Payment by credit or debit card is preferred, the payment terminals are disinfected before and after each use.
- Guest's luggage is not carried up to the bungalow, except in cases of real necessity, should be specified before your arrival.

- No luggage will be kept in our luggage area.
- We are of course available all day for information preferably by phone / whatsapp or by email (+506 8886 5382 infos@tenoriolodge.com).

Restaurant

Due to the current sanitary crisis to guarantee safety during your stay, we have been forced to reduce our services:

- The breakfast service is always provided between 7 am and 9 am in the restaurant, table service only.
- The personnel will apply preventive measures and wash their hands as regularly as possible and after each interaction with guests/other staff.
- Lunch and dinner are no longer provided and the bar is closed.
- For lunches and dinners, we provide you a list of local establishments.
- To avoid handling as much as possible, the water is drinkable and you can refill your water bottles from the pedal-operated water fountain which is located outside at the entrance to the reception.

Bungalows

- At the entrance of each bungalow a hand sanitiser dispenser is available.
- Smoking and cooking are prohibited in the bungalows.
- Room cleaning: the daily service for cleaning your room can only be provided at your request and if you are physically away.
- We will change your towels on request, available at reception desk.

Jacuzzis

- The jacuzzis are open from 4 p.m. to 9 p.m.
- At the entrance to the jacuzzis, a hand sanitiser dispenser is available.
- Wearing a mask is mandatory.
- No more than 2 people from the same family per jacuzzi.
- Shower before entering the jacuzzis is mandatory.

Public spaces / common areas

- Wearing a mask is mandatory in all common areas.
- We have them available at reception desk on request.
- Hand sanitiser dispenser is also available at the entrance to the reception, at the entrance to the jacuzzis and in the parking lot.

Trails

- The trails are closed for the moment.

Activities / Transfer

- Our suppliers are also subject to health protocols set up jointly with the Ministry of Tourism (ICT) and the Ministry of Health to guarantee you optimal safety conditions.

Cancellation policy

- Tenorio Lodge no longer requires payment in advance, only a credit card number as a guarantee.
- We have adapted our cancellation conditions to give you more flexibility in planning your trip: all our bungalows are now cancelable and modifiable free of charge up to 2 days before your arrival.

In summary

Throughout your stay with us, we recommend these simple steps:

- Wash your hands regularly and use hand sanitiser,
- Cough or sneeze into your elbow,
- Do not touch your face,
- Respect social distancing,
- Wear a mask in public places.

TO HELP US FIGHT THE SPREAD OF THIS VIRUS, PLEASE OPEN THE WINDOWS OF YOUR BUNGALOW WHEN YOU DEPARTURE.

BEFORE THROWING A MASK IN THE BIN, WE ASK YOU TO WASH IT WITH SOAP, RINSE IT WELL AND **DO NOT FORGET TO CUT THE TIES.**

(As we do not control the whole chain in the waste recycling process, by this gesture the animals will be grateful to you!)

Thank you for your understanding.

We wish you a pleasant stay ! Pura Vida!

(*) In all cases, this data will be destroyed after a period of 1 month.
Last updated on 12/01/2020. This content is subject to change over time.