



SAFE PROTOCOL COVID-19

In **Novotempo Hotels** we have implemented a series of actions to provide a safe stay to our guests and visitors, based on the health and sanitary authorities.

We are continuously taking care of every detail so you can have a comfortable stay at our Hotels.





GUESTS



ON-LINE PRE-CHECK IN TO
AVOID PHYSICAL CONTACT AT
YOUR ARRIVAL



TEMPERATURE
CONTROL AT OUR
ENTRANCES



A SWORN HEALTH
DECLARATION IS REQUIRED
AT YOUR ARRIVAL



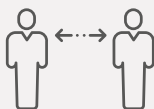
USE OF RESPIRATOR MASK
REQUIRED IN PUBLIC AREAS



FREQUENT HAND
WASHING



ALCOHOL GEL AVAILABLE
TO USE IN DIFFERENT
POINTS



COMPLY WITH PHYSICAL
DISTANCE OF [1meter]



EXPRESS CHECK OUT, E-MAIL
PRE-ACCOUNT WITH
ON-LINE PAYMENT LINK



LUGGAGE DISINFECTION
AT ARRIVAL



PUBLIC AREAS



MAXIMUM CAPACITY OF 2
PEOPLE IN ELEVATORS



USE OF RESPIRATOR MASK IS
REQUIRED FOR GUESTS, VISITORS
AND STAFF



USE OF ALCOHOL GEL DISPENSER
INSIDE AND OUTSIDE THE
ELEVATORS, CORRIDORS AND
ACCESS POINTS



DISINFECTION OF AREAS AND
ELEMENTS OF COMMON USE. SUCH
AS HANDLES, ELEVATOR BUTTONS,
RAILS AND OTHERS



GUEST ROOMS



CLEANING PROTOCOL WITH
HIGH DISINFECTION STANDARD



SAFETY SEALS FOR FIRST
USE OF THE SPACES



ALL COMMUNICATION WILL BE
INFORMED THROUGH QR CODE,
ALL BROCHURES WITH
INFORMATION WILL BE REMOVED



AMENITIES FOR
INDIVIDUAL USE



ONLY SINGLE OR DOUBLE
ROOMS



DECORATIVE ELEMENTS
REMOVED



FOOD AND BEVERAGE



SPECIAL BREAKFAST POLICY TO
COMPLY SOCIAL DISTANCE



NO SERVICES COMPLEMENTARY
[IN A FIRST PHASE]



HOTELES
novotempo

OUR RESTAURANTS

* after approval to operate



REDUCTION OF THE NUMBER OF
TABLES TO COMPLY WITH
RECOMMENDED PHYSICAL DISTANCE



HIGHLY SUGGESTED TO
MAKE A PREVIOUS
RESERVATION



TEMPERATURE
CONTROL AT OUR
ENTRANCES



STRICT PROTOCOL OF
PERSONNEL USE OF RESPIRATOR
MASK AND GLOVES



DIGITAL MENU THROUGH
QR CODE ON YOUR
MOBILE



PAYMENT THROUGH
CREDIT AND DEBIT
CARDS



REMOVAL OF
DECORATIVE ELEMENTS
OF THE TABLES



PERMANENT CLEANING
OF FURNITURE AND
CROCKERY



ONCE THE CLIENT IS SITTED, THE
CROCKERY WILL BE PUT IN PLACE, TO
AVOID CONTAMINATION



SANITIZATION OF THE
CROCKERY AFTER EVERY USE

STAFF



TEMPERATURE CONTROL AT
ACCESS CONTROL



PERMANENT HANDWASHING
FOLLOWING SANITARY
RECOMMENDATIONS



DAILY SWORN
DECLARATION HEALTH IS
REQUIRED



USE OF RESPIRATOR MASK
IS REQUIRED IN ALL THE
AREAS



USE OF
GLOVES



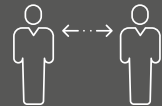
DAILY UNIFORM
WASH



CLEANING STAFF WITH SHOE
COVERS IN ROOMS TO AVOID
POTENTIAL CROSS
COMMUNICATION



USE OF DISPOSABLE
PROTECTORS FOR
ROOM CLEANING



PHYSICAL DISTANCE
MUST BE KEPT IN AREAS
OF STAFF ACTION



STRICT CARE OF THE
STAFF



DEFERRED
SCHEDULE



EVENTS AND BANQUETS

Special events and activities will be resumed once the sanitary measures are lifted by the authority and the recommended capacity is indicated to guarantee the health and safety of visitors, guests, and work team.



SPA AND POOLS

They will remain closed in a first stage – according to the provisions of the Ministry of Health – to ensure the safety of guests and work team.