

# PRECAUTIONARY MEASURES COVID-19

The safety and well-being of our guests and staff are our priority!

*We are here to take care of you*

With regard to the ongoing concern surrounding COVID-19, our procedures have been strengthened and we have followed the necessary protocols to increase cleaning and disinfection and we are implementing social distancing measures.

At Casa San Agustín, we always strive to provide our guests with a unique and unforgettable experience. We appreciate the trust you have placed in us and we want to assure you we are doing our best to ensure the highest level of service, providing you with maximum safety and well-being and taking care of every detail during your stay.

## ARRIVAL OF GUEST

- Temperature screening is conducted for all arriving guests prior to check in.
- During temperature screening, guests may be asked to fill out a short health questionnaire.
- All guests' luggage will be sanitized (exterior).

## PUBLIC AREAS

- Our staff will be wearing masks, and we ask that all guests wear a mask when entering or leaving the hotel, when moving throughout the public areas, including corridors and elevator, and when speaking with any staff member.



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- Guests are advised to maintain physical distancing of at least 2 meters from other guests (if they are not traveling together).
- Touchless hand sanitizing stations are available through the hotel in strategic areas such as entrance of the hotel, pool bar, library, solarium, restaurant and bar entrance and other highly frequented areas.
- All public and high-touch areas, including the lobby, elevators, and restrooms, are disinfected on an hourly basis.
- Only 2 people are allowed in the elevator (except families traveling together).
- We will provide touchless hand sanitizer stations for hotel staff, guests, clients and vendors at appropriate locations throughout the hotel.

## ALMA RESTAURANT & BAR

- Alma Restaurant, our restaurant, will operate with reduced capacity to ensure adequate and comfortable spacing for guests. Furthermore, there will be a single-use menu and/or QR code.
- The Restaurant and Bar maintains the highest hygiene standards in food and beverage handling.
- Employees must wear gloves and protective masks at all times.
- The room service has been modified so that food delivery is contactless guest vs employee.

## GUEST ROOMS

- Once a guest's stay is over, we leave the room unoccupied for 48 hours. Our staff clean and sanitize the entire room, including the use of an electrostatic sprayer
- Disinfection of high touch surfaces such as door handles, switches, table tops, chair arms and back, remote control, phones and safe box button and minibar, inter alia.
- We will provide a welcome gift bag upon check in, including masks, hand sanitizer and individually wrapped sanitizing wipes.



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- During your stay, we will service your room daily and while you are not present. If you have a preferable time for service, we will do our best to accommodate your request.
- We will be offering in-room dining service from 6 AM until 10 PM, with single-use menus, contactless delivery options, and optional sustainable single-use packaging.

## SWIMMING POOL

- Everything is set up in such a way as to keep the required social distancing, two meters between each sun chair.

## STAFF

- All employees have undergone training regarding COVID-19 safety and sanitation protocols.
- Temperature screening is conducted for all staff upon arrival to the hotel and upon departure.
- Our staff will be wearing masks in all guest contact areas, and we ask that all guests wear a mask when entering or leaving the hotel, when moving throughout the public areas, including corridors and elevators, and when speaking with any staff member.
- Our staff will be practicing cleaning and disinfection protocols, respecting social distancing both in the front of the hotel and in the back of the hotel.

We apologize that some services are limited (based on local and state ordinances) however we will do everything within our capacity to ensure a pleasant stay.