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**NEW GUIDELINES AND PROTOCOLS  
OPERATIONS AGAINST COVID -19**

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EL CALAFATE, SANTA CRUZ, ARGENTINA

## RESPONSIBLE TOURISM

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In response to COVID-19, Lagos Del Calafate Hotel has developed new working procedures and compulsory training to ensure the safety of our staff and our guests.

Guided by our values and committed to provide a secure environment, all operations are lined up to the new standards of hospitality consistent with the patterns of social distancing, food security, cleanliness and hygiene.

This protocol adheres to the COVID - 19 protocol for Tourist Accommodation issued by the Ministry of Tourism and Sport of the Nation in conjunction with Argentine Tourism Quality Institute (ICTA), the Argentine Chamber of Tourism (CAT), the Association of Tourism Hotels (AHT), Business Federation Gastronomic Hotel of the Republic Argentina (FE-HGRA) and the protocol of the Secretary of State of Tourism department and Ministry of Production Commerce and Industry of the Province of Santa Cruz, Argentina.



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### GUIDELINES AND PROTOCOLS IN OUR CLEANING PRACTICES AND HABITS

- Staff training process in hygiene and cleanliness. Employees have completed additional training about COVID - 19 and safety and disinfection protocols.
- The hotel has a hygiene plan and employees are informed to follow up all the protocols, personal hygiene, social distancing and use of personal protection elements (PPE), in accordance with the standards issued by the authority competent.
- We have increased the cleaning frequency with disinfectants hospital grade in all high-contact surfaces, and areas such as lobby, rooms, restaurant, meeting and events space, recreational areas, public restrooms, exercises room, elevator buttons, employee areas and all those spaces and / or surfaces with high degree of contact in all areas of the establishment.
- Increase in daily and periodic ventilation on different and common areas of the hotel.
- Implementation of enhanced security protocols and food hygiene for the restaurant service, lobby bar, room service and breakfast service.



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### PROVISIONS FOR COMMON PLACE

- Safety distance and optimal state of hygiene in breakfast room, restaurant, lobby bar, hotel's front desk and common spaces.
- Shifts will be designed for breakfast and restaurant services to avoid many people as possible, allowing proper disinfection between each shift. Also, the maximum capacities have been reduced to comply with distancing.
- In all common areas there will be hand sanitizer stations, visibly placed and available to all our guests.



### PROVISIONS FOR ROOMS

- Cleanliness, ventilation and deep disinfection in each guest room with disinfectants hospital grade on all surfaces of high Contact.
- We removed high contact items non-essential in all the rooms.



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### HEALTHCARE AMENITIES

- All hotel staff have masks and other necessary safety and hygiene equipment as part of their uniform as required by each station.
- New amenities (healthcare amenities) have been incorporated for our passengers according to current needs during the health emergency, including alcohol gel.



### PREVENTIVE MEASURES

- Guests and hotel staff should wear a mask in common areas and follow local regulations.
- Temperature measurement at the entrance to the establishment using infrared thermometer, without physical contact.
- Specific signage were included with preventive regulations and guidelines for hotel guests and staff.
- Security screens between staff and guests in the necessary areas.
- Sanitary carpets have been placed at the entrance to the establishment.



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### TECHNOLOGY

- We have developed a Mobile App available for Apple and Android that allows guests to access and interact with all the Hotel's services from the comfort of their Smartphones, multi-language. The app includes chat with the different services of the hotel ( front desk, restaurant, spa), menu of the gastronomic service, room service, information and map of the destination and all the necessary information and required by the passenger during their stay.
- Digital menu through the hotel's APP and/or QR code.
- Check in online with reduced contact.
- Mobile Key. Lock opening using bluetooth technology from the passenger's Smartphone, electronic keys (E-KEY).



### SUPPLIERS

- We extend protocol and disinfection controls to the entire production chain of our hotel. All incoming merchandise goes through a disinfection process.
- External suppliers that enter the hotel must comply with all prevention and protection regulations.



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The contingency plan has been informed to the employees for its proper start-up and maintenance. Suppliers and customers shall also be informed of the measures that directly affect them and which they must apply (e.g. use of face masks, hand washing, safety distance, etc.)

In addition, we remain vigilant and follow the procedures and protocols recommended by the World Health Organization (WHO), the Centers for Disease Control and Prevention (CDC), and other leading organizations and experts.



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### **Documents consulted for the preparation of this Protocol:**

- Ministry of Health of the Nation. Covid-19 Recommendations for the development of protocols in the framework of the pandemic. May 26, 2020.
- COVID - 19 Protocol for Tourist Accommodation. Ministry of Tourism and Sports of the Nation, in conjunction with the Institute of Tourism Quality (ICTA), the Argentine Chamber of Tourism (CAT), the Tourism Hotels Association (AHT), the Association of Hotels, Restaurants, Confectioneries and Cafes ( AHRCC), the Gastronomic Hotel Business Federation of the Argentine Republic (FEHGRA) and the provinces, through the Federal Tourism Council.
- AHT Swiss Medical. Good Practices for Argentine Hospitality.
- FEHGRA. Covid-19 Good Practice Guide for establishments and workers in the hotel and gastronomic sector Covid-19.
- UTHGRA. Preventive measures for hotel activity gastronomic COVID-19.
- COVID - 19 Health Protocol, Santa Cruz Accommodations. Secretary of State for Tourism, Ministry of Production, Trade and Industry, Province of Santa Cruz.

