



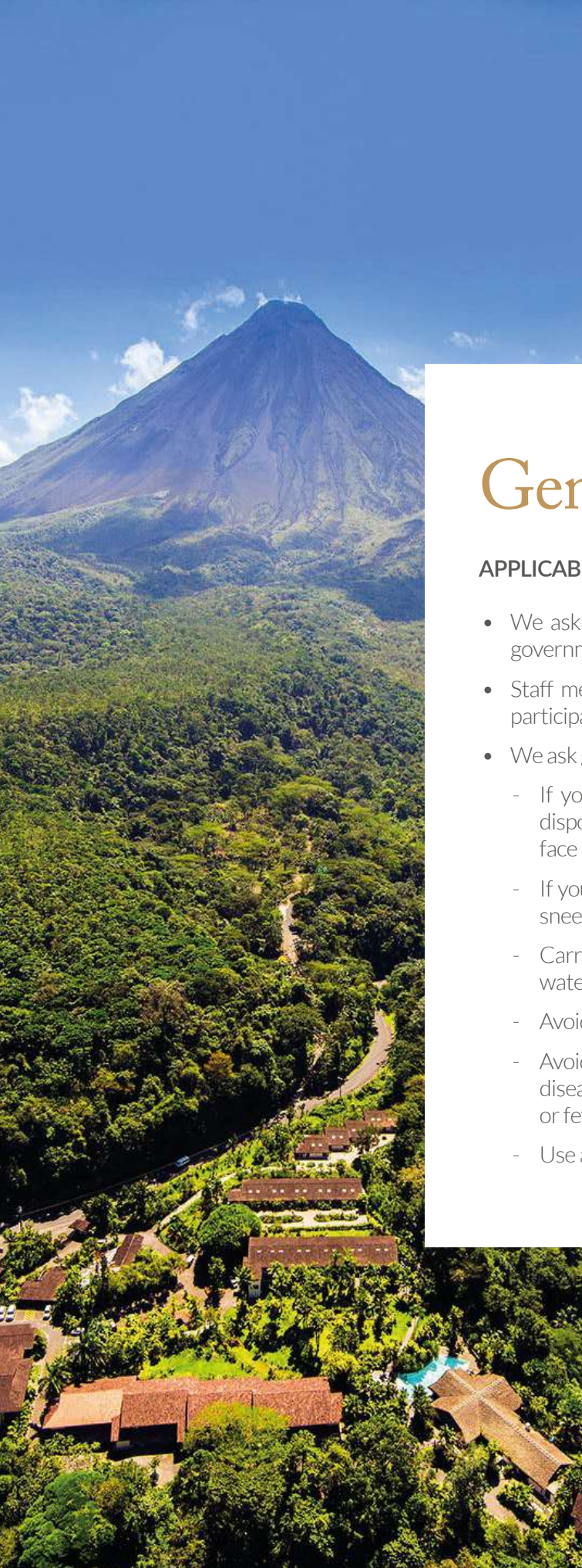
TABACÓN

THERMAL RESORT & SPA

Sanitary Protocols



SMALL
LUXURY
HOTELS
OF THE WORLD



General Measures

APPLICABLE PROTOCOLS FOR EVERYONE

- We ask our staff, suppliers, and guests to stay informed about the official government issued measures regarding health protocols.
- Staff members and suppliers showing flu-like symptoms are banned from participation in work related activities or staff events
- We ask guests to strictly follow these health protocols:
 - If you are not wearing a face mask, cover your mouth and nose with disposable paper when coughing or sneezing. Staff members must use face coverings at all times.
 - If you do not have disposable paper, use your forearm when coughing or sneezing.
 - Carry out correct and frequent hand washing (wash with plenty soap and water for at least 30 seconds).
 - Avoid touching your nose, mouth, and eyes.
 - Avoid contact with people who show symptoms of common respiratory diseases (runny nose, nasal congestion, conjunctivitis, cough, watery eyes or fever).
 - Use alternative forms of greeting: do not shake hands or hug.





Mandatory compliance measures for staff and suppliers

Through the Human Management department and the support of the managers, it is made known to all collaborators who must:

- Inform the company about any symptoms or health condition that may represent a risk for your life or that of your colleagues.
- Communicate with Human Resources or your direct report immediately if you have been in contact with a positive Covid-19 case.
- Participate in coronavirus and health protocols trainings.
- Apply the prevention and control measures established by the company and the country's health authorities. For example: telecommute when applicable.
- Follow the protocols and guidelines established by the Ministry of Health to contain the emergency.



Recommendations to guests and travelers

- Consult with your doctor before taking any trip. These is even more important for travelers with with high-risk conditions.
- Medical kit and toiletries. It is recommended to travel with enough medical supplies for all foreseeable needs for the duration of the trip.
- Travel insurance. It is government mandated to purchase a medical insurance with appropriate coverage abroad.
- Medical examination after the trip. Travelers should inform the medical staff of their recent trip, including the destination, purpose and duration of the visit.

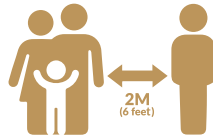
Our guests will be able to obtain updated information on the current situation in Costa Rica from the Ministry of Health and the Tourism Board as an official source.



General hygiene measures at the hotel



Disclosure of information: Information will be shared through official channels to staff members and guests.



Social distancing: Signs around the property will remind guests that they must maintain social distancing.



Natural ventilation: The architectural design of the Hotel contemplates the maximum use of natural lighting and ventilation, which benefits air circulation.



Alcohol gel: Common areas have hand sanitizing stations. Please use them frequently.



Public spaces: In our common areas and areas with the highest traffic of people we have increased the frequency of our cleaning protocols and added staff to these tasks.



Cleaning products: We use certified products by the Environmental Protection Agency (EPA), products against emerging viral pathogens and coronavirus, including SARS-CoV-2.



Use of personal protection equipment: Greater safety and well-being for our staff with personal protection equipment accompanied by training for the correct use of the accessories.



Temperature control: It will be carried out to 100% of the people who enter the hotel (guests, staff and suppliers).



Visits / Suppliers : Entrance of external suppliers or non-guest visitors will be allowed only in those cases in which it is considered appropriate for business continuity. They must follow all health protocols.



Digital Material: Mobile technologies were incorporated; guests are able to use their phone, mobile device and / or electronic means to check-in, see menus and request services.



Rooms: We have elevated our already rigorous protocols to thoroughly clean all surfaces. In addition, disinfectant wipes and hand sanitizer will be placed in each room for personal use.



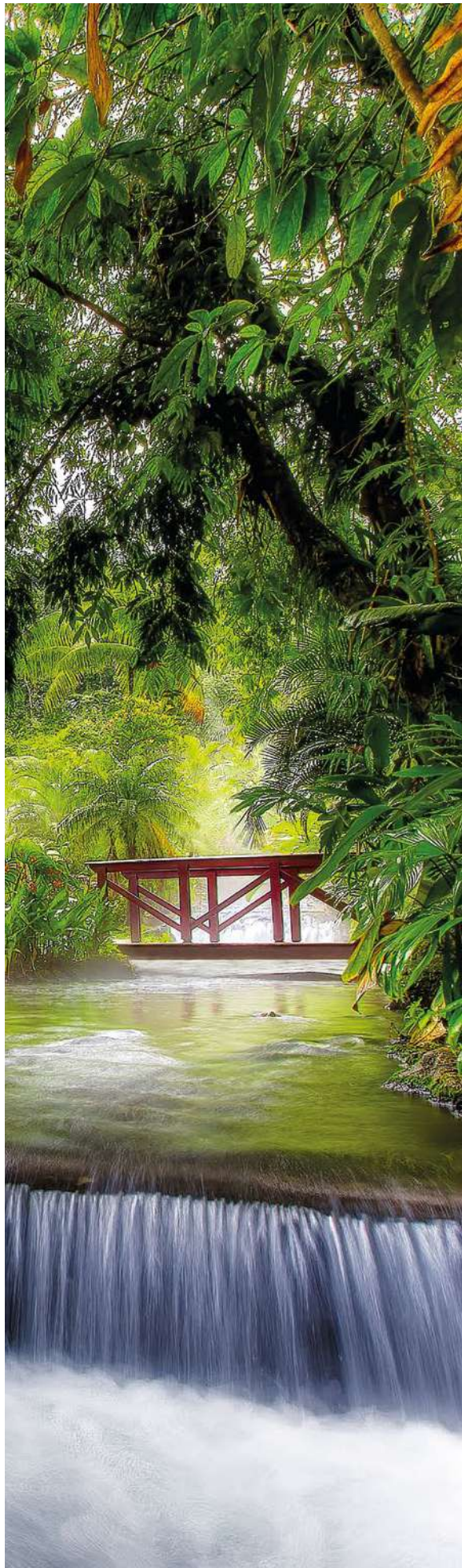
Spa: There is a specific protocol with preventive measures for our wellness and spa services.

Check in:

- There are protective barriers (acrylic) on the counters for the safety and tranquility of our guests and staff.
- Check-in will be done only by 1 person per room, other guests will wait comfortably at the lobby.
- Upon arrival, guests will be asked to complete a health survey (Review of health status and / or closeness with people affected by Covid-19) for merely preventive purposes.
- The luggage will be disinfected before and after any contact with our staff.
- Room keys (bracelets) are disinfected before and after each use.
- We recommend payments by card, using the contactless card reader so that the guest is the only person who handles the card at all times.

Food and Beverages:

- Our rigorous cleaning and disinfection procedures were modified to increase the frequency, we have dedicated staff specifically trained to these tasks.
- Our food and beverage staff are certified. We have reinforced our Safe Steps training and ServSafe certification, which guarantees the application of procedures and controls already established.
- Monthly microbiological analyzes are carried out in accredited laboratories for the assurance of food safety.
- Food and Beverage staff uniforms washing process is carried out at the hotel, guaranteeing their correct cleaning and disinfection process.
- Food service will be à la carte. Buffet service will not be available until further notice.
- Our restaurants and bars will operate at 50% of the capacity, respecting distance between each table. Contactless and digital restaurants reservation system is available from our guests rooms.
- Our menus will be displayed through technological devices, available both at the room and at all outlets



Gym:

- We will operate with a 25% capacity, requiring reservations and maintaining social bubbles.
 - Towels will be delivered individually at the front desk.
 - Deep cleaning and disinfection will be performed after each use.
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Pools and Ponds:

- There is no evidence that COVID-19 can be transmitted to humans through the use of swimming pools and hot tubs.
 - Pools operation, maintenance, cleaning and disinfection is performed on a daily basis.
 - Staff will supervise and ensure pools are not crowded, respecting 50% capacity in the areas.
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Medical Service:

The hotel offers a medical consulting service for the attention guests and staff, this makes the process more agile.

In case of suspicion

There is a detailed internal procedure to handle suspicious cases of both guests and staff. Also, there is a deep cleaning procedure for surfaces potentially contaminated by biological hazards.



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 13 Km Northwest La Fortuna de San Carlos, Arenal, Alajuela, Costa Rica

 1-855-TABACON  www.tabacon.com   