

Cala Lodge Covid-19 guest protocol

Dear guest,

Thank you for choosing Cala Lodge. With your stay you are supporting local families and businesses; in addition, you will positively impact the local community and also the country. At Cala Lodge we stand out for our philosophy of social development, conservation and sustainability. We have earned sustainable certifications such as Ecological Blue Flag; Certification of Sustainable Tourism from Costa Rican Tourism Board and the Costa Rica Essential Country Brand.

Our measures are in compliance with all protocols that are required by both local and national government agencies. We promise that we will abide by the following regulations and order to keep you and your family safe:

- Cala Lodge ensures the correct sanitation of all areas in the property and guarantees that all cleaning products used are effective for disinfection and approved by the relevant entities.
- We will take the temperature of both guests and our staff daily.
- Cala Lodge has a protocol in place in the event that a guest or staff member contracts Covid-19; it is your obligation to report any suspicious case to us, and if you personally have symptoms you must immediately report that information to a staff member and follow the staff recommendations.

Finally, we expecting return that you will abide by the following regulations:

- Respect the guidelines of the authorities regarding hand washing and sneezing protocol, covering your mouth and nose firmly with your upper arm, to trap all germ.
- Staff and guests have to respect a 6 feet (1.8 Meters) distance away from others.
- Use the sanitizing stations installed in public areas, especially before check-in, check-out or breakfast.
- Identify which are the surfaces that may have a risk and avoid contact.
- To ensure social distancing in the restaurant area, we will have schedules for each social bubble during breakfast. Therefore, you must book your space before 6:00 p.m. We will do everything possible to fulfill your request, as well, to guarantee that breakfast is served with the high quality that characterizes us.
- Face mask is strictly required in public areas, restaurant, and front desk.
- In order to guarantee the disinfection of the spaces we may need time between guest at the front desk. You can also use our WhatsApp +506 8925-8300 for your requests like a way to reduce your visits to the reception.
- To safeguard the staff and guest safety, we will only be providing the room service upon request from 9:00 a.m. at 12:00 m.d. In case you'll need towels, blankets or other items, you can contact us via WhatsApp or at the front desk.
- At check-in we will be requesting the registration information through WhatsApp or email, we will also need you to provide us a photograph of your ID. With your help, the delivery of keys will be faster, avoiding lines and crowds.
- Each member of our team has been trained in Covid-19 protocols and measures, please respect the recommendations that any member of the work team indicates.

