

Update COVID-19

Letter from our CEO, Anibal Clavijo

Dear friends,  
   
The reason for our company's existence has been and always will be to provide memorable experiences, leaving a Peruvian imprint for the world. I thank our team for their continued commitment to the company and their passion for service to our guests.  
   
Given the unprecedented situation, SUMAQ is adapting to the new conditions to continue transmitting confidence and well-being to our travelers. That is why we signed an agreement with the company Bureau Veritas, a globally recognized company in biosafety certification that will be auditing us to obtain the Biosecurity Protocol Compliance Certification - COVID 19 with the Safe Guard seal.  
   
We understand the importance of giving our travelers peace of mind to plan their next trip. That is why our cancellation and reservation policies have been made more flexible in order to provide you with greater ease in booking with us.  
   
We reaffirm our commitment to highlight Peruvian culture and gastronomy, with a passion for service and affection for our guests considering the new protocols.  
   
It is time to rethink our relationship with the environment, to enjoy unforgettable days with our families, and to look to the future with enthusiasm that soon the SUMAQ family will be giving the warmest welcome to lovers of Machu Picchu.   
   
Sincerely,   
Anibal Clavijo  
Sumaq Machu Picchu CEO

Safety practices – Bio-security protocols

**Sanitary measures – Rooms**

* Use of QR codes for all our information to replace all printed documents.
* Disinfection protocols have been reinforced in all rooms.
* Use of Ultra Violet Type C (UVC) technology that guarantees the disinfection of germs and bacteria in each area. In addition, a QR code will be obtained to trace the process.
* All our disinfection protocols will be recorded in software that will allow us to have traceability.
* Special protective equipment for all our personnel.
* Alcohol gel and disinfectant in the room.
* Security kit: Masks and gloves at the request of the guest.

**Sanitary measures – Common areas**

* Reduction in the capacity of the common areas.
* Social distance of 1.5 meters between people.
* Use of QR code in informative materials.
* Disinfection products in all areas.
* Special protective equipment for all our personnel.
* All our disinfection protocols will be recorded in software that will allow us to have traceability.
* Use of Ultra Violet Type C (UVC) technology that guarantees the disinfection of germs and bacteria by area. In addition, a QR code will be obtained to trace the process.

**Sanitary measures – Restaurant and Bar**

* Reduction of capacity.
* Breakfast served at the table.
* Digitization of the menus for the bar and kitchen by accessing QR codes.
* Separate tables. Maximum 4 people per table.
* Special protective equipment for all our personnel.
* Safety recommendations displayed.
* Our safety committee will constantly evaluate.

**Health and prevention for team members**

* Control chart for staff entrance.
* Staff risk assessment.
* Risk matrix according to health status.
* Extension of medical rest in case of detection of COVID.
* Constant training on COVID-19.
* Information material for staff on the use of PPE products.
* Our safety committee will constantly evaluate all protocols.

**Health and prevention for guests**

* Affidavit of passenger health to enter the hotel.
* Communication on new biosecurity.
* Informative and instructive material on the use of protection products in the hotel.
* Registration of guest temperature.
* Protocol of care for possible COVID patients.

Written by Sumaq Machu Picchu Hotel