



## HOTEL MARI MARI COVID-19 PROTOCOLS

### Arrival

- Guests will be met at the airport by their guide / driver who will be outfitted with gloves and a mask.
- A sanitation kit will be given to each guest that will contain a mask, alcohol gel and shoe covers.
- When interacting with staff (transfers, activities, etc.) the use of a mask is obligatory.
- Guest's luggage will be sanitized at the airport with chlorine dioxide or 70% alcohol.
- Physical contact and greetings are prohibited with the staff.
- Distance between each person must be at least 1.5 meters (4 feet).
- **COVID-19 exams are mandatory for each guest (ages 5 and above).**
- **Guest's temperature will be measured, and an onsite antibody blood test will be administered.**
  1. Guests with a positive antibody blood test will be transferred in a separate vehicle to a health care facility for further medical evaluation.
  2. Guests with a temperature read of over 37.5° degrees, will need to have their temperature retaken after a few minutes. If the second temperature read is the same or higher, that guest will be transferred in a separate vehicle to a health care facility or further medical evaluation.

**\*Testing Positive for Covid-19** • If it is determined at a healthcare facility that a guest has Covid-19 they must, in accordance with Chilean law:

- Remain in quarantine for 14 days.
    - Quarantine will take place in the guests designated room within the Mari Mari villa shared with his or her party.
  - Stay isolated and not leave the room, nor have contact with any other guests, nor participate in any activities.
  - Be re-tested after 14 days.
  - Travel must be approved by authorities.
- All medical testing, general expenses and additional accommodation fees are the sole responsibility of the guest.
  - Please note the Hotel Mari Mari staff, will work closely with the guests to assist in any way possible.



### **Check-In**

- Preferences, requirements, and a signed health declaration will be sent to each guest prior to arrival and must be completed before check-in.
- Physical documentation will not be needed nor handled by the staff unless otherwise specified.
- Non-reusable key cards will be given to each passenger. At the end of the stay, these are to be discarded.
- Additional purchases and charges may only be paid with a credit/debit card or bank transfers.
  - Cash will not be accepted.
- Receipts and invoices will be sent to the guests' email.
- Disposable wipes and alcohol gel will be available at the front desk.

### **Villas**

- Villa temperatures will be set between 23° and 26° degrees. Thermostats are not to be tampered with. If a different temperature is desired this must be directly request to the hotel staff.
- Daily cleaning service will be optional and requires for the guest to be out of the villa to disinfect all surfaces.
- Housekeeping will be outfitted with coveralls, masks, face shields, gloves, and shoe covers.
- Villas will be disinfected with chlorine dioxide and a steam cleaner (before, during & after stays).
- Towels will be changed daily.
- A personal amenity kit will be given to each guest.
- Before and after each reservation the shampoo, conditioner, lotion and soap dispenser will be disinfected.
- The exterior hot tubs will be available for use and will be cleaned with chlorine dioxide after each reservation.

### **Common Areas**

- Common areas such as the main lodge, restaurant, bar, spa, and gym will be closed for safety reasons.



### **Excursions**

- Activities will take place outdoors and within Hotel Mari Maris property. Excursions outside the hotel's property are prohibited.
- The guide will be equipped with a sanitization kit.
- Equipment such as bicycles, kayaks, fishing rods, etc. will be disinfected with chlorine dioxide before and after each use.
- Distance between each person must be at least 1.5 meters (4 feet).

### **Laundry**

- Housekeeping will provide laundry bags for your cloths which will be picked up daily and returned 24 hours later.

### **Staff**

- Before each shift, staff will have their temperature read. Any employee with a temperature of 37.5° degrees or higher may work and will be placed in quarantine and tested for Covid-19.

### **SUPPLIERS**

- Hotel providers and their supplies will be monitored by hotel staff and disinfected accordingly.

### **Pool**

- The pool will be available for use as it is maintained with chlorine.

**Hotel Mari Mari reserves the right to modify or change these policies at any time without prior knowledge or consent.**