

Our Protocols and Measures

Our 360° approach to cleanliness
creates peace of mind for all

All staff have passed the ServSafe certification and our hotel surpasses the WTTC's Safe Travels guidelines.

Following are details of the protocols in place at our award-winning, carbon neutral hotel. We are constantly reviewing and adapting these according to the latest information about COVID-19.



All service staff have passed the ServSafe certification and have received over 190 hours of biosecurity training.



Our Hotel obtained the World Travel & Tourism Council's Safe Travels certification stamp.



Our medic at Casa Gangotena is available 24/7 free of charge.

TEAM MEMBERS

Our team members are trained and monitored by our in-house medical officer and Health & Safety team to follow strict hygiene measures. All service staff have passed the ServSafe certification scheme.

Other measures for staff include:

- Shoe disinfection
- Daily Temperature checks
- Passing through an ozone tunnel
- Frequent hand washing
- The use of personal protective equipment
- Daily health status declarations
- Ample hand sanitizing gel dispensers throughout staff areas



ARRIVAL

To minimize contact with printed materials — for example, our menus, Guest Directory and forms — all our hotel information is available to browse online.

- Low contact check-in process
- Temperature checks
- Ozone tunnel
- Shoe disinfection
- Hand sanitizing
- Welcome drinks served in sealed glass bottles
- Compulsory wearing of facemasks in all public areas — complimentary facemasks available.
- All guests fill in a health status declaration on arrival, which is reviewed by our medical staff.



HOUSEKEEPING

Our highly-trained housekeeping team deep cleans all guestrooms with:

- Static ozone cleansing machines
- Electrostatic sprayers with hospital-grade disinfectant



Additional measures:

- Cleaning of all surfaces with an emphasis on high contact objects such as faucets, light switches and remote controls.
- Stationery and accessories removed.
- Gel and spray hand-sanitizing amenities.

RESTAURANT & BAR

As the only Relais Chateaux hotel in Ecuador's capital, our restaurant adheres to the strictest international standards of food hygiene handling.

Measures include:

- Restaurant areas disinfected completely before and after each service
- Reduced capacity to ensure optimum distances between diners
- Digital menus
- Use of domes
- Eliminating buffet breakfasts and weekend buffet brunches.
- Dishes served à la carte, or can be ordered through Room Service.
- Guests and diners reserve their dining times in advance.



OTHER SPACES

- Ample hand sanitizing gel dispensers throughout the hotel
- Increased frequency and depth of cleaning procedures
- All public areas have spaced out seating



EXCLUSIVE EVENING ACTIVITIES

All protocols followed with regards to facemasks, frequent hand-sanitizing and social distancing.



At Casa Gangotena, we've taken every measure to ensure your stay with us is memorable and enjoyable, safe and fun.

We can't wait to welcome you.

Last updated June 21st 2020.

Contact your Destination Expert if you have any questions or doubts.