

# FAENA

HOTEL BUENOS AIRES

## COVID-19 PROTOCOLS

### MANDATORY FACE MASKS

The staff of Faena Hotel Buenos Aires, guests and visitors must wear a face mask that covers the nose and mouth, especially when staying in public areas.

### PHYSICAL DISTANCING

Physical distancing between people (1,5mts) must be respected throughout the Faena Hotel Buenos Aires. The capacity of elevators will be limited to one person or household at a time.

### HAND WASHING

Each room will have a sanitizing kit that will include gloves, a face mask and alcoholic hand gel. There will also be available sanitizing stations throughout the property and a sanitizing mat upon entry.

### TEMPERATURE SCREENING

Body temperature screening will be mandatory in order to enter Faena Hotel Buenos Aires. Whenever the result is 37,5°C (99°F) or more, entry will be denied.

### CLEANING MEASURES

The frequency of cleaning in public spaces and high contact surfaces will be reinforced by applying a steam system that removes 99% of viruses and top quality products with a residual power of 6h.

### ROOMS AND SUITES

Reservations for breakfast must be made at check-in time. During the stay at Faena Hotel Buenos Aires, no room cleaning service or minibar will be provided. Supposing that the guest needs any kind of service, it should be scheduled in advance with their Experience Managers Team. Any object for the guest's use such as suppliers, hair dryer, etc. will be delivered wrapped after being sanitized.

### POOL AND FITNESS CENTER

Advanced booking will be required. The length of the shifts will be 45 minutes for the Fitness Center and 2 hours for the pool. Bookings can be made when confirming your room reservation, at check-in time or at the Spa.

### SIGNAGE

Signs will be posted in every area to remind guests and visitors of health, hygiene and social distancing protocols.

### RESTAURANTS AND BARS

Advance reservations will be mandatory. The capacity will be limited to 6 people per table inside, 8 people outside and the maximum tolerance will be 15 minutes. For a better organization of the staff and tasks, the stay in the place will be limited to two hours. Face masks must be used at all times, except when eating or drinking. A distance of 2mts between tables will be respected and diners will be asked to remain in their places. Each table will be provided will alcoholic hand gel and menus in QR format.

