

Dear Travel Agencies:

It is a pleasure to have you here! We are delighted to once again share the wonders of Lagarta Lodge, including its stunning views, memorable architecture, and heartfelt charm. Health, sanitation, and prevention will be guiding our hospitality. Our already stringent hygiene and sanitation protocols have been enhanced and will become more visible during your stay. The guidance of Costa Rica's health authorities and the guidelines set forth by the World Travel & Tourism Council (WTTC) are in place to protect you and ensure your peace of mind. Please take the time to review these protocols. They are in place to protect your health and safety and that of our staff and their families.

Enhanced Sanitation Protocols

- Upon arrival, visitors and staff will be required to proceed to a hand disinfection station outfitted with soap & water. Handwashing should be thorough and for a recommended duration of at least 30 seconds.
- Incoming luggage will be disinfected upon arrival.
- Alcohol-based hand disinfectant will be made readily available in the common areas, accommodations, and bathrooms.
- We have increased disinfection and sanitation frequency in all common areas.
- We have implemented the use of UVL electrical foggers to ensure the most efficient application of top-of-the-line disinfection products. We are sanitizing with an organic product that eliminates 99.9% of viruses & bacteria.
- Room keys will be thoroughly disinfected prior to distribution.

Social Distancing Protocols

- Our heartfelt hospitality is as warm as ever but will entail physical distance and barriers where appropriate. Smiles and gestures will convey friendship, but physical contact (including handshakes) is discouraged.
- Clear acrylic panels have been installed at customer-facing counters located at the Front Desk, Vista Manglares Spa, Tienda Lagarta, and Gecko Lounge.
- Gators & Turtles! Our floors, sitting areas, pool area, and lounges have been marked to help guide our social distancing. Please stand at the turtle footprints while you wait for service. And look out for our cardboard alligators... they mark the areas, tables, and loungers that have been set aside as off-limits to ensure the appropriate spacing among parties.
- You will see maximum occupancy signage in several of the common areas and facilities including our Tienda Lagarta, restrooms, etc.

Recommendations for Our Guests

- We are in this together! Please join our efforts to ensure the health and safety of you, your loved ones, our staff, and neighbors.

- If you have developed any flu-like symptoms, please let us know. We will take appropriate action to ensure your isolation and will facilitate medical assistance as necessary.
- Our Tienda Lagarta has been fully stocked with a full line of personal protection products including masks, face shields, gloves, and sanitation gel.
- Social bubbles are great! Please try to remain within your social bubble, avoiding proximity with others.

Contactless Strategies

- Our Restaurant, Spa, and Tour Desk menus are now available in digital format. QR codes will let you launch these contactless versions for your safety and convenience.
- Check-in and checkout procedures have been streamlined. Any items including keys, credit cards, and pens will be thoroughly sanitized.

Bars & Restaurants

- Reservations are mandatory and seating arrangements will ensure a maximum capacity of 50%.
- Please use the QR codes to access the digital menus.
- Staff will be wearing face masks or shields at all times.
- According to the latest health protocols as mandated by Costa Rican health authorities, diners are encouraged to use face masks as much as possible.
- Your table setting will be simplified to avoid unnecessary items and ensure a clear space that is easy to sanitize. It will be set up and cleansed prior to your seating.
- Please abide by the seating guidance to ensure distancing and social bubble protocols.

Tours & Transportation

- All tours, excursions, and activities are operating under strict maximum participation protocols. All activities will have a maximum number of six participants. Prior reservations are mandatory.
- Temperature checks will be mandatory.
- Our shuttle transportation will only carry a maximum of eight passengers.
- We will provide face masks upon entering the shuttle. Their use is mandatory.
- We strongly encourage the use of your own refillable water bottle.
- Before every tour, the shuttle is thoroughly sanitized with an organic disinfectant that eliminates 99.9% of viruses and bacteria.

Spa

- Our Vista Manglares menu is available QR codes will let you launch these contactless versions for your safety and convenience.
- Some menu options may not be available.
- Temperature checks will be required prior to engaging in treatment.
- A sanitation welcome mat will be placed at the spa's entrance.

- Our staff will be wearing face masks or shields at all times.
- Guests must use face masks as appropriate to the treatment.

Health Screening

- We have implemented a paid stay-at-home policy for all staff. There will be a medical follow-up to ensure the health and welfare of our team members.
- Following the directives of the Ministry of Health, there will be temperature checks at the hotel's entrance. These will be applicable to all incoming staff, guests, guides, and suppliers. We thank you for your cooperation.

Thank you for taking the time to read our protocols. Please don't hesitate to contact us with any comments, suggestions, or observations. Together, we are stronger and healthier!

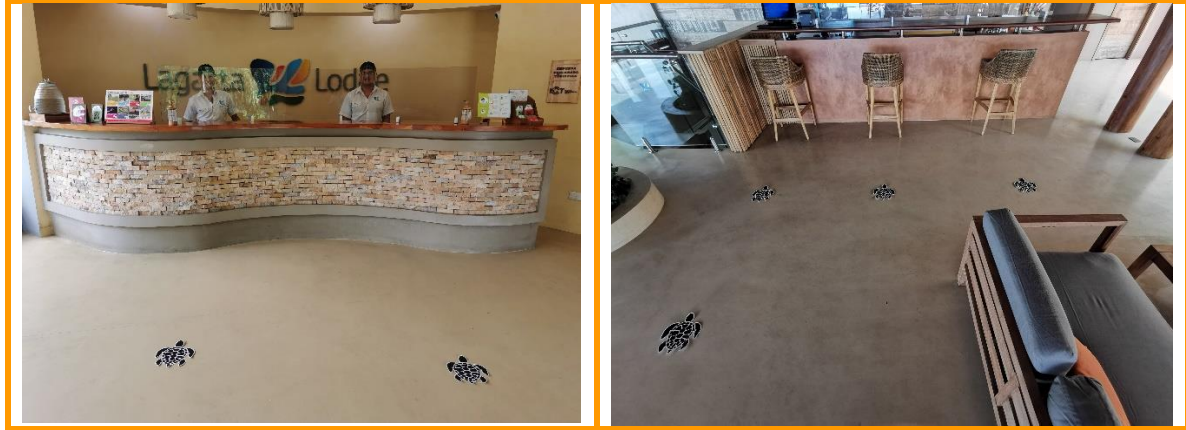
Collaborators with protection equipment



Sanitize common areas and rooms



Social distancing (mark with the turtles)



Check In:

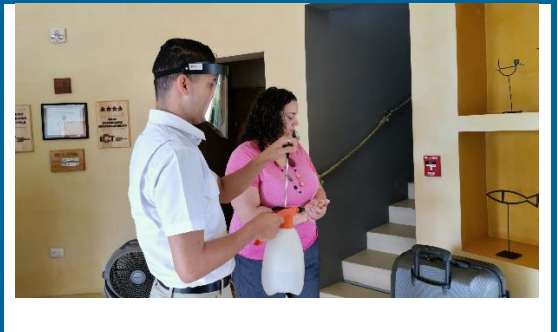
Measure Temperature



Hand Washing



Sanitize Bag



Use QR Code

