

# *GUEST & EMPLOYEE SAFETY PROTOCOLS*

## **GUESTS**

- Sanitizing shoe mat at entrance.
- Touchless temperature screening; those who exhibit a high temperature cannot stay.
- Touchless check-in.
- Welcome packet in every hotel room with sanitizer gel, sanitizer wipe, mask and gloves.

## **COMMON AREAS**

- Sanitizer Stations in public areas.
- Signage of safe behaviors or where to find sanitizer.
- Door handles, switches, handrails and surfaces will be sanitized after every use and hourly.

## **HOTEL ROOMS**

- Hotel rooms, including mattresses, are sanitized thoroughly with electrostatic technology in addition to hand treated sanitization in between guests.

## **HOTEL STAFF**

- Face masks with eye shield.
- Sanitize and/or wash hands well between every contact.
- Sanitized uniforms daily.
- Safe distancing will be enforced among all employees.
- Concierge will have a plexiglass shield.

## **RESTAURANT**

- Restaurant tables will be distanced six feet from one another.
- Menus are sanitized after and right before every use by guests.
- Sanitized napkins and dinnerware provided. Tables and chairs will be freshly sanitized.
- Waiters will sanitize their hands before each contact when providing service between tables.
- Chefs in kitchen wear special shields covering under mouth and chin while preparing gourmet cuisine.
- Brunch will no longer be a self-serve buffet. Brunch will have a chef serving your selections from behind a plexiglass shield.

## TRADITIONAL SERVICES

(opt-out by request)

- Daily cleaning and nightly turndown (housekeeping staff sanitize hands and wear face shields before entering your room and sanitize all areas of contact before leaving the room).
- Assistance with your luggage upon arrival and at departure.
- Room service continues however food can be left at your door without waiter attendance.



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