

★ CLEANING PROMISE ★

It is our commitment to take care of our guests.




ADRIATIKA
Hotel Boutique Guatemala

1 ROOMS AND APARTMENTS ARE 100% DISINFECTED:

- ▶ Due to safety reasons, all rooms remain unoccupied for one day after check-out, following this period they are cleaned and can be used by another Guest.
- ▶ The room's cleaning is methodical, after check-out each space is properly disinfected with specific products, using equipment such as quaternary ammonium sprayers and ozone generators.
- ▶ We have removed all the fabric items that cannot be washed periodically such as rugs and cushions, as well as all paper items that cannot be sanitized: menus, magazines, etc.
- ▶ The air conditioning filters are cleaned and disinfected after each check-out.
- ▶ After cleaning and disinfection, the room is sealed so that no one can enter. Each guest will find the room sealed and the seal must be removed to have access.

2 THE BEDS ARE CLEAN AND DISINFECTED FOR EACH NEW GUEST:

- ▶ The pillows and mattresses are disinfected after each check-out.
- ▶ The linens (sheets, duvets and towels are changed for each client), professionally cleaned and disinfected at high-heat temperature and with suitable detergent products.
- ▶ Sheets are periodically changed during each stay, packed and sealed from the laundry to avoid contact.

3 WHILE THE CUSTOMER IS HOSTED, DURING EACH CLEANING, SPECIAL ATTENTION IS PAID TO:

- ▶ Disinfect all significant areas with quaternary ammonium (contact surfaces detailed in your "extra cleaning" chart, such as switches, remote control, lamps, knobs, etc).
- ▶ Bathrooms are disinfected with chlorine.
- ▶ Towels are removed and a new sealed, washed and sanitized set is delivered.

4 THE ENTIRE STAFF IS AWARE OF THE IMPORTANCE OF FIGHTING THE VIRUS AND KEEPING EVERYTHING CLEAN AND DISINFECTED:

- ▶ They use protective equipment to avoid being infected or contaminating your room: Gloves, apron, shoes, shoe covers, bonnet, face covers, and disposable masks.
- ▶ Swab tests are done periodically to detect any early infection.
- ▶ Staff maintains strict protocols for entering and staying within the building.

5 IN ADDITION TO GENERAL CLEANING, COMMON AREAS ARE PERIODICALLY DISINFECTED:

- ▶ The entrance and reception are disinfected daily with quaternary ammonium.
- ▶ The hotel facilities are disinfected weekly with powerful anti-viruses and bactericides.
- ▶ The elevators are cleaned and disinfected three times a day with quaternary ammonium.

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6 WE KEEP THE BUILDING WELL VENTILATED:

- ▶ We prefer that the hotel be kept ventilated with fresh air; therefore the air conditioning equipment in the common areas has been disconnected.
- ▶ We recommend that guests keep fresh-air circulation in their rooms, preferably before using the air conditioning.

7 WE RESPECT SOCIAL DISTANCING RULES:

- ▶ In the common areas the capacity has been reduced to one person for every 4 square meters and is duly signposted.
- ▶ The masks are mandatory in the building's common areas.
- ▶ There is hydro-alcoholic gel in all entrances, as well as shoe-disinfection with granulated quaternary ammonium.
- ▶ All common areas are properly signposted.

8 ACCESS TO THE HOTEL IS PERMITTED ONLY FOR GUESTS AND THEIR VISITORS:

- ▶ The body temperature is checked and access is denied to people with fever.
- ▶ There is dry-disinfection of footwear in all the entrances, as well as hydro-alcoholic gel.
- ▶ Couriers or delivery staff cannot enter the building. Their dispatches are received in a security checkpoint to later be disinfected.
- ▶ The luggage is disinfected before entering the facilities.
- ▶ The rules of social distancing are duly displayed at the entrances.

9 THE HOTEL'S RESTAURANT REMAINS TEMPORARILY CLOSED:

- ▶ We encourage our guests to use their kitchenettes to prepare or heat their food.
- ▶ Guests can order delivery-food and it will be received at the gate for pick up.

10 WE ARE PREPARED FOR ANY UNEXPECTED EVENT:

- ▶ We have an isolation floor with specific protocols, in case a guest needs to quarantine during mild or asymptomatic condition.
- ▶ In this floor there are rooms specially equipped for the patient's care.
- ▶ For such patients, a specialized lift would be used and different from the one utilized by guests in general.