

At El Silencio Lodge & Spa we understand the importance of keeping our guests safe and following all the proper guidelines and recommendations made by our local Health Authority. Here in Costa Rica we take great pride in the excellent work done by our government during the COVID-19 pandemic and we pride ourselves as a nation of the excellent execution to contain the virus.

In the continued effort and responsibility to ensure the safety of our current and future guest we share with you our protocols to help us reinforce the wellbeing of both our customers and our staff.

Check-in Experience

- 🕒 Please always remember, it is recommended to refrain from travelling if symptoms are present before your trip.
- 🕒 After booking, our reservation staff will contact future guests to collect personal information for an "Express check-in", minimizing the time spent upon arrival in the lobby. This is optional for guests who would like to save time at check in and share required information with us before arrival.
- 🕒 On arrival (check-in) a staff member will greet guests and guide them to the pediluvium so guest can get their shoes disinfected.
- 🕒 Within El Silencio Lodge lobby we offer 4 separate seating areas in which a maximum of 4 groups (social bubbles) will be able to check-in at once, thus providing a safe space for each group of guests while they wait to check-in, when multiple arrivals at the same time.
- 🕒 Bellboy will handle guest luggage with the recommended protection and self-parking will be offered to avoid exposure.
- 🕒 At front desk, the area will be properly clean before assisting another guest.

Suites & Villas Sanitation

- 🕒 El Silencio Lodge & Spa will wait 24 hours between check-outs and new check-ins to fully ensure a thorough disinfection of the rooms for new guests when they check-in.
- 🕒 Daily housekeeping and turndown service will be offered as usual; however, guests can request any variation in this service that may be desired to provide more privacy and personal space in our suites or villas.
- 🕒 Each room will have a pediluvium at its main door.
- 🕒 An air purifier will be place in each room 2 hours prior check in.
- 🕒 Hotel will provide disposable face masks and replace them upon request.

HEALTH PROTOCOL

Common Areas & Facilities

- 🚫 Periodic disinfection on common areas.
- 🚫 Hand sanitizer and disposable facemask will be provided for every guest.
- 🚫 Pediluvium at the entrance.

Restaurant & Bar

- 🚫 Sitting will be offered with a one-hour difference between each one.
- 🚫 When receiving guests, our hostess will invite them to wash their hands and before guiding them to the table will offer hand sanitizer.
- 🚫 All menus will be disinfected with alcohol after each use.
- 🚫 When operating at half capacity, guests will be seated with the greatest possible distance between tables. Interleaved tables.
- 🚫 We have place hand sanitizer on each table.
- 🚫 Before food arrives at the table, hand sanitizer will be offered, and guests will be invited to wash their hands.
- 🚫 Waiters will disinfect their hands every time they take an order and carry out the service or contact with guests.
- 🚫 When waiters are serving the distance of 1.8 m (6 ft) between them will be respected and they will also try to maintain a prudent distance with guests.
- 🚫 The use of a mask and gloves will be mandatory throughout the service.
- 🚫 Equipment, computers, keyboards, tablets, etc. will be disinfected.
- 🚫 Tables and chairs will be disinfected with alcohol after each use.
- 🚫 The salt and pepper shakers and hand sanitizer bottle on the tables are disinfected every time they are used.
- 🚫 Disinfect footwear before entering the kitchen or living room.
- 🚫 Automatic hand sanitizer dispensers located in key points of both restaurant and high traffic areas, to avoid handling bottles.
- 🚫 Hand washing every 20 minutes for all the collaborators in the room.

HEALTH PROTOCOL

Kitchen

- ☑ Hand wash and shoes disinfection before entering the kitchen.
- ☑ Kitchen staff always wear masks and gloves.
- ☑ Hand washing and use hand sanitizer every hour.
- ☑ Dishes and utensils are washed at the recommended temperature to avoid any type of contamination.
- ☑ The recommended distance is kept as far as possible in each kitchen work area.
Taste food with a spoon.
- ☑ Disinfection of floors every hour.

Bar Toro Bohemio

- ☑ When greeted guests are offer hand sanitizer.
- ☑ Use of mask and gloves for the preparation of any cocktail.
- ☑ Tables and chairs are disinfected after every use.
- ☑ Menus are disinfected after every use.
- ☑ Bar is disinfected with alcohol every 30 minutes or each hour.
- ☑ All equipment is washed at the recommended temperature to avoid any contamination.
- ☑ The recommended distance is kept from customer when taking the order.
- ☑ Hand washing every hour.

Esencia Spa

- ☑ Spa services will be provided with a turnaround time of 1 hour between services, to thoroughly clean and disinfect between each treatment. Reservations are required for spa services and can be made at the Front Desk at any time.
- ☑ Spa staff will always use face masks while in the spa and during spa treatments and will have the option of wearing gloves during a treatment at the request of our guests.
- ☑ A welcome station will be provided with hand sanitizer and disposable towels, as well as in every bathroom and spa room.
- ☑ Guest are invited to come to the Spa prepared, with their robe and sandals provided in their room, to avoid exposure in common areas.
- ☑ Spa menus will be provided digitally.

HEALTH PROTOCOL

Esencia Spa

- ☞ Our rooms are ventilated, and have a disinfection protocol between each guest, and the common area is disinfected every 15 minutes on shared surfaces.
- ☞ Disposable spatulas will be used when applying each product.
- ☞ Spa staff will ensure that our common areas maintain social distance.
- ☞ Upon arrival and before leaving, tools are sterilized in the presence of our guest.

Our Staff

- ☞ El Silencio Lodge staff has received specialized training regarding the proper health guidelines related to the COVID pandemic. This training includes measures such as the proper use of face masks, gloves, disinfection protocols, social distancing protocols and safe workplace practices.
- ☞ Staff maintain a safe working distance of 1.8 mt (6 ft) apart wherever possible.
- ☞ Staff has been instructed to maintain a safe distance from clients wherever possible.
- ☞ Staff has been instructed on proper safety procedures and protocols for when entering guest rooms to clean or attend other guest needs.
- ☞ Staff has been instructed to wash their hands properly once every hour.
- ☞ Staff will bring their uniform to work and change upon arrival to ensure uniform cleanliness.
- ☞ Staff has been trained to advise management in case they feel unwell so as to accommodate the need for proper testing of potential infections, and to not come to work under these conditions, in this way avoiding the potential spread of infection.

Activities

- ☞ Personal hygiene: constant washing and disinfection of hands.
- ☞ Increased the frequency of cleaning and disinfecting of the eco-concierge office, furniture, desks, computers, and general utensils of the office stationery.
- ☞ Availability of hand sanitizer for collaborators and visitors.
- ☞ Use of N95 type mask and disposable gloves for interaction in public areas.
- ☞ Use of face shields when hiking.
- ☞ Offer disposable mask to clients if they require it.
- ☞ Offer hand sanitizer during activity.
- ☞ Avoid handling food during the activity.

HEALTH PROTOCOL

Activities

- ☞ Avoid handling food during the activity.
- ☞ Practice social distancing.
- ☞ Avoid physical contact.
- ☞ Constant and exhaustive washing and disinfection of Adventure Park activity equipment, binoculars, and personal protective equipment, applying protocols and procedures.
- ☞ Log control for activities as well as cleaning and disinfection control.
- ☞ Activities are offered per social bubble to prevent the visitor from having contact with strangers.

Activities & Transportation

- ☞ Personal hygiene: constant washing and disinfection of hands.
- ☞ Constant washing and disinfection of the vehicles, interior and exterior.
- ☞ Hand sanitizer available for driver and passengers.
- ☞ Drivers use N95 type mask and disposable gloves when interacting with guests.
- ☞ Use of face shield when hiking.
- ☞ Offer disposable mask to clients if they require it.
- ☞ Offer hand sanitizer during activity.
- ☞ Avoid handling food during the activity.
- ☞ Practice social distancing.
- ☞ Avoid physical contact.

Transportation

- ☞ Each Hotel shuttle from/to airport will be used only once a day, it will be clean and disinfected before and after each service.
- ☞ No shared services will be provided – The service will be private, and the shared transportation price will be honored.
- ☞ Drivers will always wear self-protection equipment and offer the guest the option to have the unit with or without AC.
- ☞ Hand sanitizer available in all vehicles.

HEALTH PROTOCOL

Additional Actions

- ☞ Personal protection equipment such as face masks and gloves will be available for purchase at the onsite convenience store.
- ☞ El Silencio Lodge & Spa will maintain a separate room within the hotel to be used in the case of a suspicion of COVID-19. A local doctor and his team will be available on call, activating health authority protocols in case of a confirmed case.

