

Travel with confidence

At Australis Hotels we reaffirm our **commitment to health and safety** every day, through compliance with a series of measures that protect our hotels as a safe space for our guests and employees throughout their stay and we take care of your well-being.

These measures are part of our **comprehensive prevention, cleaning and disinfection program**, Travel with Confidence, which we invite you to learn more about below:

Cleaning protocols

- Cleaning and disinfection protocols under the guarantee of ECOLAB disinfectant products throughout our facilities; especially rooms and their corridors, restaurant, high traffic common areas and lounges.
- Proper frequency of use of these products and ventilation of our spaces.

Safe environment

- Guests and collaborators are requested to wear a mask in our common areas. During lounge service, this measure only applies while you are outside your table.
- Alcohol gel is available in our facilities for voluntary use.
- We have installed guidance signage to facilitate maintaining a safe physical distance between people in high traffic areas.
- Guests and collaborators are asked to check the temperature upon entering the hotel.

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Digital Experience

In order to customize your experience according to your security and distancing preferences, we have developed or strengthened the following services that we make available to you:

- Pre-arrival check-in service, digital check-in and express check-out.
- Digital Concierge Service, through which you can learn about the characteristics of our facilities, request all our services, get information about the destination and communicate digitally with our front desk.
- Digital request for special services within your room such as: frequency of linen change, frequency of cleaning and use of laundry service.
- Menu of our breakfast, lounge and bar services in QR format.
- Digital reservation request in our lounge.
- Electronic payment methods.

As a team of Australis Hotels, we are prepared and committed to our Travel with Confidence program, so we have our doors open to welcome you and, together, continue creating memorable experiences in Patagonia.

Stay with us, travel with confidence!

Australis Hotels Team

* Our Travel with Confidence program is kept up to date with current Chilean legislation and governmental requirements, so it may undergo modifications.

* Check the updated requirements for entering the country [here](#)