



PROTOCOLS & GUIDELINES

COVID-19

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In Noi Hotels we are committed to provide you a safe environment and we have developed a series of protocols to safeguard the security and comfort of our guest, visitors and staff, implementing actions that comply with sanitary requirements and high standards of quality, health and hygiene.



Installation of a sanitizing station at the entrance of our hotels.



Mandatory temperature controls of every guest or visitor in our hotels.



Each guest will have access to protection elements: hands sanitizer, mask and gloves. Also the luggage will go through disinfecting process.



Implementation of a self-service station where each guest can photocopy their identity cards, passports and migration paper to reduce at minimum the handling of personal items.

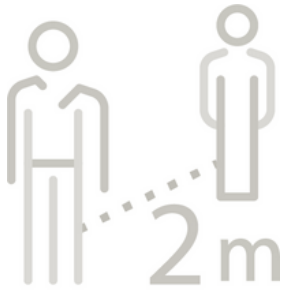
Signs and labels in public areas will be placed on the lobby to keep the social distance during check in and check out process.

A protective screen is located at the front desk area to keep the security while check in/out or when we assist our guests.



Signs and labels in public areas and the protective screen at the front desk comply with the security recommendations to keep the social distancing and avoid crowds in our common areas.

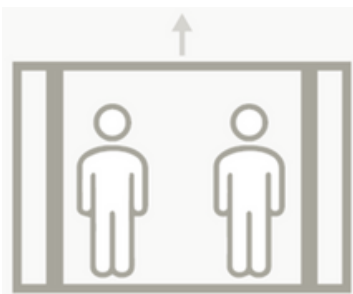
In each of our front desk will be a disinfecting kit for guest's or visitor's use.



Signs and labels for guests and visitor to keep the minimum required social distance.



A sign of don't use this seat will be placed in public areas to maintain the social distancing.



Maximum of 2 guests or visitors will be allowed in the elevators to guarantee the social distance.





Hand sanitizer dispenser placed inside and outside of elevator with the instructions and also in all our access points.



Security seals in guestroom's door to guarantee the sanitization procedure and first use after cleaning.



Sanitation of rooms and facilities, use of disinfectants in furniture, common areas and elements of each hotel space.



Disinfecting of common elements such lifts keypads, handles, doors, railings and magnetic room keys.



Alternate rooms assignment to provide social distancing between guest, leaving one room vacant between room, based on occupancy.



Breakfast will be delivered to the guestroom in a new set up to avoid the guest contact with food.



In each room our guest will have a hand sanitizer, mask and disposable gloves as amenitie.



Information regarding steps and updated about our guidelines and protocols will be available through our digital platforms.



The accesses for our hotels will be controlled. One of them will be exclusive for access and other for exit to protect the safety of our guest or visitor.



Valet parking will be not available, we have implemented self - service parking mode.



In all of our rooms the decorative elements have been removed. We have implemented a cover pillowcase of propylene.



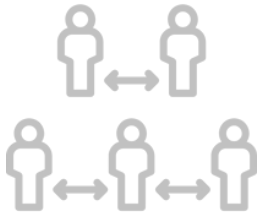
Our facilities have windows that open and natural light that allowing a continuous ventilation.



We will reduce our restaurants capacity. A signage of the minimum distance allowed will be placed.



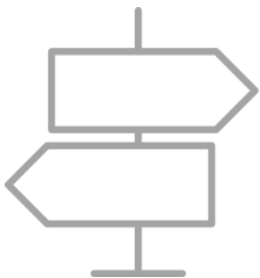
All of our meeting room spaces are cleaned and sanitized before and after every event.



Signs and labels of the minimum distance will be placed in our meeting rooms also the space distribution footage.



Meeting room set up according to each event and complying with the sanitary requirements given by authorities.



Communication of transit of people instructions in the spaces during the event. Security kit available in common areas.



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