



## **The Quadrifolio hotel committed to our employees, guests and the entire community, we have reinforced our cleaning and sanitation protocols.**

We are working and preparing to reopen the doors of our hotel.

In the Covid-19 era, many of our cleaning protocols have been further strengthened and we are implementing new sanitation, hygiene and social distancing protocols to preserve the health and safety of all our guests and employees, who are our priority.

We adapt to the challenging times that the pandemic brings, following the highest hygiene and health parameters outlined according to the protocol of the Cotelco Seal "Together against Covid" endorsed by the international certifier CQR (Certification Quality Resources) and according to the guidelines of the Ministry of Health.

We want to inform our guests of the most important measures that we are implementing.

We are working to be ready and receive you at our hotel.

### **PRIOR TO ARRIVAL**



**Quadrifolio**  
RNT - 12122

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- A copy of the identification document, general information, arrival time, will be requested to speed up the check-in process.
- One day before arrival, we will send a questionnaire about your health, which must be sent with the information before your arrival at the hotel by each person on the reservation.
- The guest will be notified about the security, health and hygiene procedures established by the Hotel Quadrifolio, which is based on the protocols of the Ministry of Health and the Cotelco Seal, at the time of booking and before check-in. This material will be available in a digital format in your room.

## TRANSFERS



- Vehicles will be completely sanitized (seats, glass, handles, doors, and windows) with fifth-generation quaternary ammonium before and after each transfer.
- Mandatory use of face masks during journeys for passengers and drivers throughout the journey.
- Gel alcohol dispensers are available inside the vehicle.
- The maximum number of passengers in a Sedan vehicle will be 2 passengers, when more people are traveling the case will be analyzed.
- In the event that it is necessary to isolate a guest due to symptoms, a special vehicle will be arranged for the transfer. The vehicle will be disinfected once the trip is completed.
- The measures apply the same for the excursions and services offered exclusively at the Quadrifolio Hotel.

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## ARRIVAL

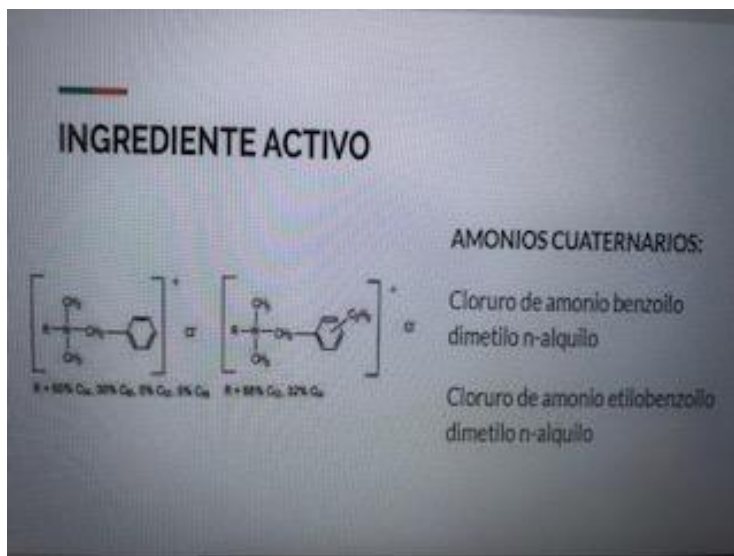


- At the entrance of the hotel you will find a mat to sanitize the sole of the shoes for all people entering the hotel.
- Upon entering you will find a mandatory area for the application of alcohol gel and face masks, temperature measurement and will leave your luggage for disinfection by hotel staff with the product INVAR-S-315, a mixture of Dayquil-dimethyl fifth generation ammonium. \*\*
- The guest's clothes will be delivered in a closed bag to the waitress after entering the room to proceed with the disinfection with a steam machine.
- For luggage handling the hotel team will use gloves.
- In the check-in area the distance between people will be maintained or carried out: 2 meters minimum
- The immigration record must be photocopied by the guest and sent to the hotel via email or WhatsApp.
- In the event that a host has a temperature higher than 37.8 °, the risk protocols will be activated. (Protocol for the Detection of Contagions of Covid-19)

\*\* Concentrated organic disinfectant and sanitizer, capable of killing Sars - Cov 2 strains among other viruses. Applicable to all surfaces since it is harmless to humans if ingested in minimal particles.

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## CHECK-IN



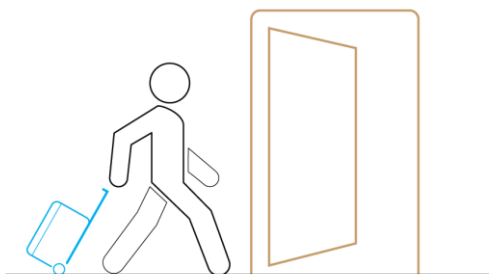
- At the check-in point, the guest must place their identification document to be scanned as well as the entry stamp to the country, if it is the case, if the scanner does not read them, the documents will be scanned with an iPad.
- Use of gloves and disinfection for taking credit cards, before and after use.
- Disposable tissues and alcohol gel installed on the table.
- During check-in, the guest may choose the option that the hotel staff does not enter their room during their stay and / or coverage.
- Room keys will be sanitized in a container with alcohol before and after use.

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## ROOM ACCESS



- The general information of the hotel will be provided to guests, when you enter your room you will find it in a video on the TV as well as recorded on the iPod that you will find in the room. You can also find it in the APP of the Hotel Quadrifolio.
- The suitcases will be left outside at the door for the guest to enter them personally.

## CONCIERGE



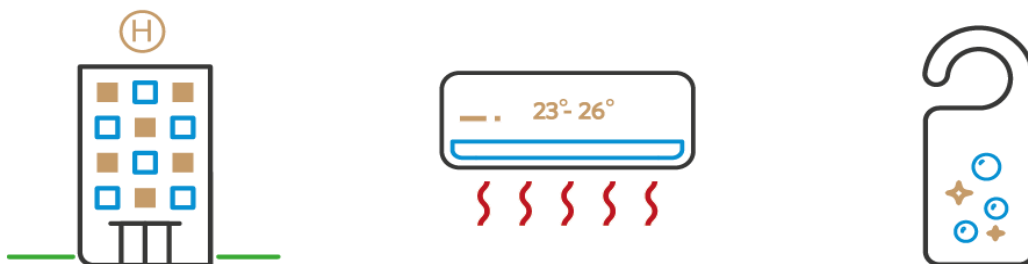
- Reception may deliver tourist information to the guest.
- Disposable tissues and auxiliary gel alcohol dispenser in the concierge desk.
- Previous disinfection of any product will be handed to the guest such as maps, umbrellas or water bottles.
- Updated information on measures and recommendations of the health authorities of the city of Cartagena and Colombia against the pandemic, will be sent via email or WhatsApp.

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## ROOMS



- The sanitation regulations of the hotel and of each room are communicated through video found on the TV and digital access with a QR code.
- It is recommended to maintain an ambient temperature between 23 ° and 26 ° C according to the recommendations of the Colombian Ministry of Health.
- The room will be ventilated during the cleaning service
- Turndown cleaning service will be performed based on the requirement of each guest.
- Individual packages of disinfectants are available as amenities (face masks and individual alcohol gel)
- Sanitization of pillows, cushions, blankets and daily ventilation of rooms for the check-out service.
- Use of quaternary germicide for cleaning rooms: surfaces and items such as furniture, lights, drawer handles, controls, safes, light switches, blinds, minibars, telephones, rubbish bins, glasses, taps, knobs, flooring, hair dryers, ventilation and toilet drain handles etc.

## COMMON AREAS



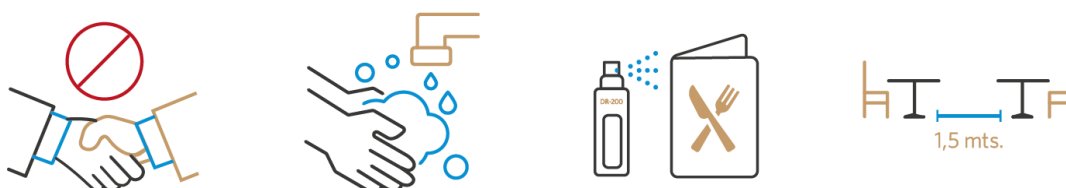
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- Disinfection of high-traffic spaces such as bathrooms, reception and hotel entrance with quaternary ammonium-based disinfectant, every 2 hours maximum or every time the space is used by someone other than the staff working in the space. The cleaning plan focuses on surfaces exposed to contact such as light switches, buttons, doors, tables, chairs.
- Use of a sprayer to sanitize hallways, bathrooms, lounges, and restaurants after each service.

## FOOD AND BEVERAGES



- Mandatory use of masks for guests and staff. Correct application of masks, covering nose and mouth.
- Minimum mandatory distance of 1.5 meters between staff and guests
- No kind of greeting that involves physical contact between guests and staff is allowed.
- Guests are recommended to wash their hands upon arrival at the restaurant.
- Disinfection of the Tablet before and after handled to the guest with the restaurant menu. This menu can also be found in the room and if you want to pre-order.
- Minimum distance protocol of 1.5 meters between positions in restaurants and lounges.
- Guests will be given individual disposable zip-lock bags as a hygienic option to store their face masks during meals.
- Digital communication is made available to the guest through QR code access with the cleaning and hygiene procedures of the area.
- Dishes, napkins, cutlery or condiments will be brought to the table with the service to reduce their contact to a minimum.

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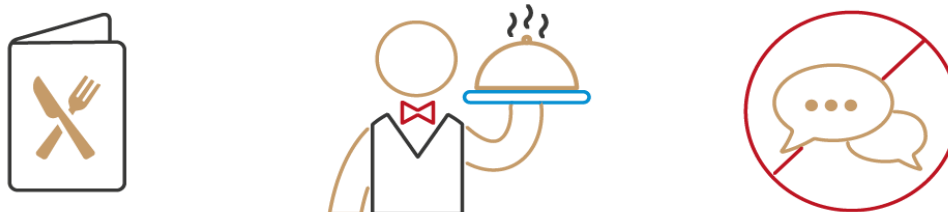


## BREAKFAST SERVICE



- Each guest will be offered breakfast through the “a la carte service” that will include salty, sweet, typical Caribbean options, juices, drinks, bakery, cheeses and a variety of eggs. If you prefer, you can order from the room for table service.
- The breakfast service will have 3 hours for guests to choose. 7:00 a.m. to 8:20 a.m., 8:30 a.m. to 9:50 a.m. to 10:00 a.m. to 11:20 a.m.
- All breakfast products leave directly from the kitchen and the waiter takes them to each guest.
- The waiter offers and serves hot and cold drinks, so there is no manipulation by the guest.
- The breakfast service for delivery and the breakfast service in the room (room service) will be available to the guest upon request the night before.

## LUNCH, DINNER, BEVERAGE AND SNACK SERVICES



- Only a “la carte service” will be provided in the rooms
- All dishes are transported from the kitchen directly to each guest on a covered tray.

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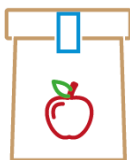
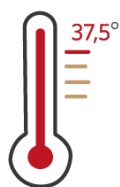
- Verbal communication between guest and waiter is avoided as much as possible.
- The waiter brings the drinks from the kitchen to the table and they are served directly to the glass or cup, leaving the bottle out of the reach of the guest.

## ROOM SERVICE



- The waiter carrying the service must not enter the room, unless the guest requests it. The waiter will wear masks and gloves.
- Plates with food and drinks will be carried on a tray that will be left at the door of the room. Guests must then leave this in the hallway, outside the room and notify the kitchen or reception by phone to be removed.
- All food is delivered packed and covered.

## EXCURSIONS



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- Guest temperature measurement before each excursion. In the event that a guest has a temperature higher than 37.5 ° they will not be able to participate in the excursion and the Risk Protocols will be activated.
- Mandatory use of face masks throughout the excursion. The guides will also wear gloves.
- All guides for all excursions have a cleaning and prevention kit that includes a thermometer, disinfectant, alcohol gel, disposable replacement face masks, gloves, disposable tissues, individual garbage bags for each guest.
- Design of activities: small spaces, areas susceptible to concentrating agglomerations are avoided. For walking tours, stops for explanations and / or breaks open spaces are chosen, to respect the safety distance.
- Avoid delivering printed material. In the case of maps, these are delivered previously disinfected.
- Before confirming the reservation of the excursion, each guest is informed about the service conditions and prevention measures established for their acceptance through a Declaration of conformity with the security protocol.
- Before confirming the reservation of the excursion, each guest is informed about the service conditions and prevention measures established for their acceptance through a Declaration of conformity with the hygienic-sanitary security protocol and the cancellation conditions in case of clients. with symptoms compatible with COVID-19.

## **SWIMMING POOL**

- Notify reception that the pool will be used.
- Temperature measurement will be carried out at the beginning, application of alcohol gel on the hands upon entering.
- Information on hygiene and safety standards can be found digitally.
- No free towels are exposed. Each user will be given a towel for their personal use.
- Pool is enabled for a reduced capacity of people simultaneously.

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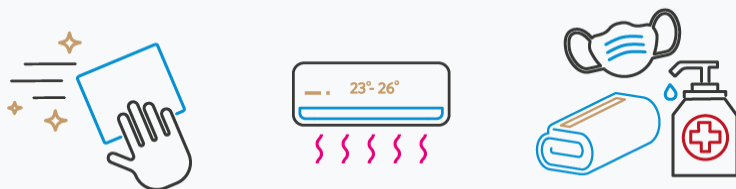


## CHECK OUT



- The luggage will be removed only upon express request of the guest, who must arrange their luggage at the door of the room to be removed by the hotel staff.
- Express Check out: the day prior to the guest's departure, hours are agreed and the details of the departure are notified in order to make the check-out more expeditious, allowing it to be carried out easier and without other guests.
- For collections, the same credit card that was left as the initial guarantee will be used, and the corresponding invoices will be sent by email.
- There will be a special container to leave the keys, so that our staff can sanitize them with alcohol.

## QUADRIFOLIO, AND LIBRARY ROOMS



- Classroom surfaces, floors, and items are cleaned and sanitized before and after use.
- They are ventilated at least 2 times a day and after each use.
- The rooms will be conditioned at a temperature between 23 ° and 26 ° C, as recommended by the country's authorities.
- In the case of an event and if the client requires it, protection elements such as disinfecting towels, face masks and alcohol gel can be added to the rental of the space.

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## **SOME PROTECTION MEASURES “BACK OF THE HOUSE”**

For employees and suppliers

1. Upon entering the hotel, you must obligatorily disinfect your shoes
2. Mandatory temperature measurement when entering and leaving the hotel. If the temperature is higher than 37.5 ° or higher, you will not be able to enter the hotel.
3. Mandatory and correct use of face masks throughout the work shift, as well as the use of gloves, goggles and fluid resistant gowns according to the corresponding area.
4. The number of people simultaneously in the same place is limited to 3.
5. There will be turns in the staff dining room to take their food respecting the distance.
6. Quaternary germicide is available in staff areas such as dining rooms, offices, bathrooms, and common areas to regularly sanitize surfaces and items.
7. The transition areas will be marked with reminders for hand hygiene and social distancing.
8. Air conditioning is used before, during and after each service. All at a temperature between 23 ° and 26 °.
9. Audits of certified companies to verify hygiene procedures, product quality and condition of kitchen machinery and equipment.
10. Maintenance personnel who access rooms that need repairs are carried out with the corresponding personal protective equipment.
11. Filtering and regular disinfection of the pool.
12. Maintenance and / or Housekeeping personnel entering rooms must ensure that guests wear their face masks. Otherwise, the room will not be access

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## **PROTOCOLS TO THE DETECTION OF COVID-19 CONTACTS**

Upon detection of a person diagnosed with COVID-19 in our hotel, the protocol will be activated as appropriate and the health secretary will be notified, who will determine the steps to follow. This protocol will be previously sent to all guests for their knowledge.

We designed the disinfection protocol for the room where a person diagnosed with Covid-19 has been or is staying.

To consult in our country you can consult:

<https://www.minsalud.gov.co/salud/publica/PET/Paginas/Documentos-Administrativos-covid-19.aspx>

Cartagena City: <https://coronavirus.cartagena.gov.co/>

By recommendations of the Cartagena authorities, when you arrive in the city, you can download the APP Let's Take Care - Cartagena de Indias District Mayor's Office, where you register with your state of health and stay connected to the health system of the city where you have coverage.

**Our Modification and / or Cancellation Policies have been made more flexible, so that you can stay in Quadrifolio once you can travel.**

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