



**PROTOCOLS & GUIDELINES
COVID-19**

WWW.NOIHOTELS.COM





In Noi Hotels we are committed to provide you a safe environment so 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.

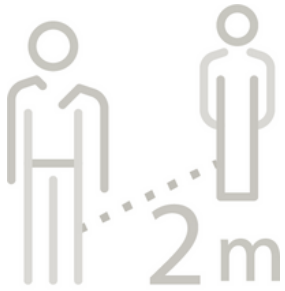
Signs and labels in public areas will be placed on the lobby to keep the social distance during check in and check out process.

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

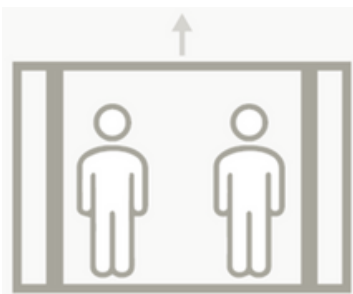
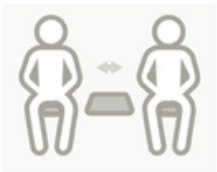
In each of our front desk will be a disinfecting kit for guests or visitors use.



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



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



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





Hand sanitizer dispensers are placed inside and outside of our elevators and access points with its instructions.



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



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



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



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



Breakfast will be served in the hotel's restaurant, being able to keep to the sanitary protocol.



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



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



The accesses of 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.



Decorative elements have been removed from all of our rooms. We now use a propylene pillowcase.



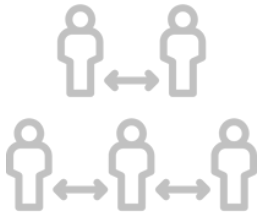
Our facilities have big windows that allow natural light and continuous ventilation.



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



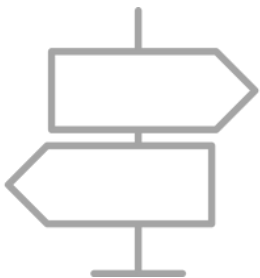
All of our meeting room spaces are cleaned and sanitized before and after every event.



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



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



Posters with Information about the traffic of people during events. Security kits will be available in common areas.

SPA | TRAMONTO | PARKING LOT | ROOM SERVICE:

- Information about the pool; reservations and limited capacity, please contact: +562 2941 8100/8151.
- The use of the swimming cap is mandatory, in case of not having one, you can buy it in the hotel.
- Tramonto Bar & Terrace schedule: 13:00 to 21:00 hours. If you want to make a reservation please contact: antonio.pino@noihotels.com.
- Room Service works from Sunday to Thursday from 13:00 to 20:30, and Friday to Saturday between 13:00 and 06:00 a.m.
- The use of the parking lot is subject to availability and its access is in Nueva Costanera street.
- The Noi Spa schedule is from 10:00 to 18:00 p.m. Because of the Coronavirus pandemic we no longer provide "Spa Day" since dry sauna and wet sauna are not available.