

## PUERTO VALLE HOTEL DE ESTEROS OUR COMMITMENT DURING COVID-19



### A SAFE EXPERIENCE

When we welcome you back in Puerto Valle Hotel de Esteros, you can rest assured knowing that we are taking preventive measures and that we have implemented a plan to reinforce those measures, in accordance with local regulations, with the aim to maintain a safe environment for our guests, customers and staff.

In the current context, our team is committed to adopting a responsible policy to reduce our environmental impact, and to collaborate with the local community and disseminate its culture, based on the principles of responsible tourism and ecosystem awareness. We are sure that small actions can lead to great changes over time, and we continue to improve day by day, implementing sustainable methods at our hotel.

Our efforts to enhance cleanliness and improve wellness for your next stay at Puerto Valle Hotel de Esteros include:



#### **Transfers**

Vehicles will be adequately cleaned, inside and outside, before guest pick-up. Guests and their luggage will be sprayed with a disinfectant, a procedure that is not harmful to health or luggage.

Each passenger will be given a hygiene kit for personal use. It will have hand sanitizer and a disposable face mask, and any other elements required by provincial regulations.



### **Cleaning, disinfection and sanitization**

Reinforced cleaning and disinfection will be regularly conducted at our facilities, in many cases every hour, especially for frequently touched surfaces and areas with high traffic of guests and employees. Additionally, we have implemented thorough cleaning protocols for rooms, eliminating high-contact items and minimizing the number of times the hotel staff enters rooms.



### **Face masks and protective equipment**

We have masks and other protective equipment available for employees and guests to be used in accordance with local requirements and the protocol applicable to each role and activity. All employees have received specific training on the proper and responsible use of equipment, taking all safety precautions for themselves, their colleagues and guests.



### **Temperature and wellness checks**

All employees and guests will go through a temperature check every time they enter the hotel. In addition, we ask our colleagues and guests to take wellness checks before arriving at the hotel. Those with symptoms of COVID-19 or a temperature above 100.4 F (38 C) will be advised to contact their healthcare provider.



### **Hand hygiene and social distancing**

Proper hand hygiene is one of the most important protective steps. Reminders on hand washing techniques are located throughout the hotel, with hand sanitizing stations or sanitizing wipes also prominently displayed. Keeping social distancing at all times is recommended in all public areas of the hotel, such as restaurants, airport transfers, activities and other areas.



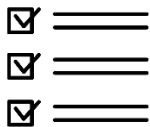
### **Safety protocols at our restaurant**

Our team has implemented preventive measures that include careful selection and handling of raw materials and ingredients, adequate preparation processes, and improved safety and hygiene protocols. Kitchen surfaces are disinfected more frequently, and wearing protective equipment is required at all times. All spaces will be permanently ventilated. The buffet options have been adapted for à la carte service, implementing the relevant gastronomic protocol, particularly between the different shifts.



### **Activities**

All our regular experiences will continue to be offered, taking into account the new rules and protocols. The capacity of vehicles will be adapted to respect the minimum distance required during all activities. Similarly, protective screens will be placed in the vehicles between the driver and guests. The hotel's exclusive boats will be used with a maximum capacity of 50% of their seats to maintain the minimum social distance.



### **International Standards**

Puerto Valle Hotel de Esteros is following procedures and protocols in accordance with the information shared by various health organizations, including the World Health Organization (WHO), the Ministry of Tourism of Corrientes, local authorities, and other leading experts and organizations.

Our cleaning and training processes are focused on ensuring that spaces are kept safe and healthy. Our team is closely monitoring new information as it becomes available, and is constantly up-to-date with the latest guidance on appropriate processes and procedures. The safety and cleaning procedures implemented can be adjusted taking into account local practices, government requirements and guidance, and the situation where the hotel is located.

*Thank you for your trust. We look forward to your next stay.*