

We present OUR PLAN TO TAKE CARE OF YOU



At Decameron Hotels it has always been our priority to protect the health, safety and well-being of all our guests, affiliates and employees. Under the current circumstances, we have strengthened our protocols and implemented practices and processes of the highest level that will be continuously verified by our operations team.

We are aware that the world has changed, and we are adapting to this new reality. With this objective, we will continuously monitor the recommendations and guidelines of the World Health Organization (WHO), the Centers for Disease Control (CDC), the World Travel and Tourism Council and local and national authorities, to adapt our facilities and operational processes to ensure a clean and safe environment for our guests and employees.

With the support of specialized external consultants, we are reinforcing the health and safety certifications that our hotels already have, with continuous audits and controls to guarantee the best practices and processes in handling the current situation.

When we open our doors, we will be offering a renewed service, developed to provide unique and memorable experiences to our guests, and conceived specifically to guarantee the attention to health and safety that these times require.

We have designed new limits for occupancy and use of common areas such as swimming pools, beaches and recreation areas, which will allow us to facilitate and maintain social distancing between people, so that you and your family can be together and safe. In the restaurants, for example, we will limit the number of seats and implement new biosafety standards for the peace and protection of everyone.

Under these recommendations, we made investments in both equipment and technology and reviewed, one by one, all the operational procedures. With this in mind, and incorporating the recommendations of local and national authorities, we developed a comprehensive biosafety plan that we called "Decameron Health Inclusive", which contains rigorous and detailed protocols that cover all aspects of the guest and employee experience.

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Decameron Health Inclusive is based on the five pillars that have shown the greatest effectiveness in preventing and mitigating the spread of COVID-19 and includes the following elements:



1. Temperature taking and symptom evaluation at the entrance of the hotels.

We will implement measures to evaluate symptoms, such as taking temperatures, and we will ask guests and employees to fill out a form on their health status, within the parameters of confidentiality and secure information management.

Our employees will also have a biosafety program, which includes, in addition to symptom monitoring, changing clothes when entering and leaving the facility, to protect them, their families and of course our guests.

We are reviewing the feasibility of conducting quick tests for workers under a protocol based on evidence reported in the scientific literature.



2. Hand washing and proper sanitation.

We will promote constant hand washing and facilitate access to special devices to achieve it. We will install antibacterial gel stations around all areas of the hotels to increase the frequency of hand disinfection by guests and employees. Handwashing will be required at the entrance and exit of restaurants.



3. Social distancing.

We will ensure that our guests and staff maintain the physical distance established by international standards.

In the vehicles used by the hotels, we will carry out transfers and tours with fewer passengers and passengers will be seated in a pattern that maximizes distance between them.

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With our new "online registration" we will speed up the check-in process and avoid crowding at the receptions, where there will also be protective barriers and new signage to maintain the social distance in the check-in lines.

You will also find this signage in the common and entertainment areas, as well as in elevators, corridors and stairs.

Reservations for our a la carte restaurants will be made online or by calling reception to avoid queues and crowds. In our buffets, new rules will be implemented by our staff, to continue offering the gastronomic variety characteristic of our hotels but with better conditions for biosecurity.

4. Use of face mask and personal protection equipment (PPE)



Our employees will receive comprehensive training on biosafety protocols and will be required to use personal protective equipment such as mask, safety glasses, gowns, and gloves, according to their role and responsibility.

Our guests will also be required to use masks in confined spaces, such as in company vehicles and elevators.

5. Cleaning and disinfection of areas, surfaces and elements



True to our commitment to the health and safety of our guests, we will increase the frequency of cleaning and disinfection in all areas of the hotels and in company vehicles, before and after each tour. We will clean the luggage and hand out keys and bracelets completely disinfected in sealed envelopes.

In addition to the daily cleaning of the rooms, we will carry out a thorough disinfection before the arrival of each guest and will remove the elements that cannot be easily disinfected.

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All prevention measures of 'Decameron Health Inclusive' will be continuously updated and adapted to the health reality of each country, always seeking to reduce the possibility of transmission of Covid-19.

We look forward to the return of our guests and employees, to offer them the best experience during their stay in our facilities, with the protocols activated and with all the prevention measures, in accordance with the regulations of each country where we operate.

We are committed to your health, safety and well-being.

Fabio Villegas Ramírez
Decameron Hotels CEO

