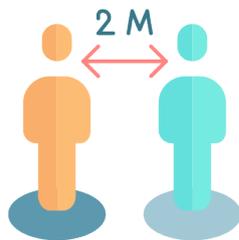


EL MIRADOR DE GUADAL SAFETY PROTOCOL COVID 19

Dear guests,
one of our most recognized features as a lodge, is the way we take care of our guests. No doubt, therefore, that we are doing everything necessary to adapt our internal protocols in a way to make El Mirador de Guadal, also nowadays, a place where you can fully enjoy your holidays in a safe environment.

All our rooms are independent and have at least a 50 meters distance to each other. In our restaurant we only receive guests who are staying with us and you will have your own designated table during your entire stay.

Please find below the different measurements we took to provide you with a safe, healthy and enjoyable stay at El Mirador.



1. Social distancing

We are implementing social distancing measures throughout the lodge. Please be aware that different countries have different recommendations which vary in between 1 meter up to 2 meters. As the lodge has ample space everywhere we suggest to adhere to the 2 meters whenever possible.



2. Sanitizing stations

Alcohol-based hand sanitizing units are available at all room entrances and at the entrances of the restaurant. Also, each table in the restaurant has a small personal unit.



3. Check in

Our check in procedure is contactless and we will inform each guest about the latest COVID-19 recommendations in our lodge. At check in you can choose your table in the restaurant, which will be exclusively yours during your entire stay.



4. Bedroom Cleaning

Rooms are cleaned every day and deep cleaned between guests with ample ventilation.

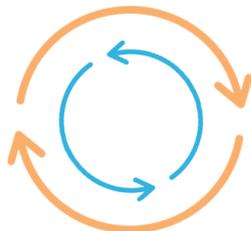
Doors will be sealed with a sticker after the room has been deep cleaned in preparation for your arrival.



5. Linens

Linens are replaced every 3 days during your stay. We are washing all linens at a temperature above 60°C for optimal disinfection.

If you need more regular cleaning of your linens please let us know.



6. Air circulation

All rooms and common areas have ample doors and windows which makes regular and adequate ventilation easy.

We are ventilating the rooms and public areas as much as possible to allow for increased air circulation.



7. Increased cleaning and disinfecting

We increased cleaning and disinfecting frequency throughout the lodge, paying attention to high-touch items.



8. Our Restaurant

Each guest has its own personal table during their stay at our lodge. We have spaced tables sufficiently apart to guarantee adequate distancing and provide table service only. We practice regular cleaning during the day and overnight sanitizing.

We do not offer breakfast buffets.



9. Food safety

We are adhering to the strict safety procedures while preparing and serving all food and beverages.



10. Outdoor Activities

All our activities, like hiking and horseback riding, are organized for individual couples, families or guests traveling together only.

All equipment is being sanitized regularly.



11. Express check-out and payment methods

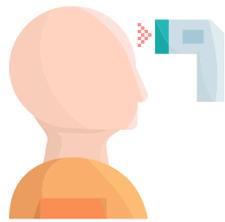
We are providing an express check-out process to minimize contact with team members and other guests.

We highly appreciate if you can pay by credit or debit cards. Preferably no cash please.



12. Team training

We are providing team members with comprehensive hygiene and prevention training programs.



13. Team member temperature checks

We are administering temperature checks for team members, when legally permitted or required.



14. Team member PPE

We are providing team members with personal protective equipment