

Parque Metreñehue – Pucón Chile

SANITIZATION & CLEANING PROTOCOL

Below is a summary of the actions implemented at Parque Metreñehue to ensure the well being of guests and employees.

- Signage to ensure distancing of 1,5 metres.
- Only one person at a time in reception.
- Use of masks in all public areas.
- Frequent use of alcohol gel available in all public areas.
- Introduction of a maximum capacity in the common areas of the hotel lounge, restaurant (although not open this summer) and swimming pool.
- Signage at the pool reminding the use of masks, maximum capacity outside and inside the pool. In the case of a whole family being in the pool, no capacity is applied.
- Social distancing signage at the children's play area.
- Sanitization in common areas such as swimming pool and games with quaternary ammonia once in the morning and once in the afternoon.

- During our general cleaning of the cabins and rooms, all windows and doors are opened and quaternary ammonium is used throughout. It is left in place for 15 minutes approximately before thorough cleaning.
- This procedure has increased our cleaning times, so please note the new Check-In of 16:00 hrs and Check-Out at 10:30 hrs.
- Our staff wear masks at all times, including when they enter your room or cabin to clean. They also frequently wash hands and use alcohol gel. All staff are sprayed with quaternary ammonium at the end of the day.
- When changing towels and bedding during your stay, a clean towel is laid out and your used towels and sheets are placed inside. The wrapped items are then transferred to the laundry.
- We ask clients to leave the cabins while the cleaning is underway. In case they cannot, they are asked to wear masks while the employees are present.
- We avoid leaving any information on paper in the cabins or hotel.
- We are using WhatsApp and e-mail as principal communication tools for our in-house guests, thus avoiding physical contact yet still providing outstanding service as always.