

# SANITARY PROTOCOLS IN PATAGONIA CAMP

## General Aspects

- Staff at Patagonia Camp will be monitored regularly to detect a possible COVID19 infection in a timely manner.
- All the Staff have been specially trained for a rigorous implementation of all the prevention, sanitization and safety measures of the hotel by a certified organization.
- The Service Area and the internal activities of our Staff also have strict health prevention measures.
- There will be a containment space for guests or staff with COVID19 symptoms, where they will remain under care and strict sanitary measures until they are medically evacuated to a Puerto Natales health facility.



## Preventive health measures during vehicle movements

- Hotel vehicles will be sanitized prior to each transfer (Transfers in and out; excursions).
- The passengers will be received by a host who will explain the prevention and safety measures during the trip and its development and will send electronically to each one an explanatory letter.
- Patagonia Camp Host, Guides and Drivers will use all the personal protection certified elements (mask, gloves and face/eye protection) during vehicle transfers.
- Before entering the vehicle, the temperature of the guest shall be monitored.
- A footwear disinfectant (disinfectant carpet) shall be provided before boarding the vehicle.
- Baggage from the guest shall be disinfected before loading into the vehicle.
- The same protocols will be required for external transport companies to work for the hotel.



## Guest check-in and check-out process at the hotel

- Upon your arrival at Patagonia Camp, our staff will welcome the guest and give you the guidelines for your safe stay at the hotel.
- A remote check-in will be offered prior to arrival
- In the access to the Reception area, we will have a footwear disinfection pediluvius. Our receptionists will also be equipped with personal protection certified elements (mask, gloves and face/eye protection).
- Reception facilities will be disinfected regularly and daily.
- We will provide a safety kit to each Guest (masks, gloves and disinfectant)
- During the process of check in and check out we will have places spaced between Guests.
- Check out at a distance
- A pre-check in process will also be implemented to avoid agglomerations in the Reception sector.



## Care and prevention during your stay at the hotel

- Footwear disinfection apparatus will be available at all entrances to the common areas of the hotel.
- Staff should wear masks in common areas at all times.
- Gel alcohol dispensers will be available in all common areas.



- The kitchen, the bar, the lounge and the public bathrooms will be sanitized regularly and daily.
- In the restaurant, only prepared dishes will be served according to the daily menu, which will be digital.
- When there are services with Buffet, these foods will be handled and served only by hotel staff and under strict protocols.
- The allocation of tables will be individualized. The waiter that will attend your table, will also be the same during your stay.
- Special activities or events organized for private groups will always have strict health security and prevention measures.
- We will have remote medical assistance 24 hours available under request

## Yurts

- Yurts will be sanitized after each check out and will be left for at least 24hrs before being occupied by new guests.
- The daily cleaning of the yurt will only be done with a formal request from the guest and under demanding safety standards for our staff.
- Towels and sheets will not be changed unless there is a formal request from the guest.
- We will only accommodate private guest groups in the hotel, thus reducing the possibilities of contagion.
- Jacuzzis will be sanitized after check out, in addition to the permanent sanitization measures that these devices have.

## Excursions

- Guests must carry their masks throughout the activity and use them when instructed by the Guide.
- The body temperature control of each guest will be recorded daily and prior to the start of the tour by the Guide in charge. A health security briefing will also be included before departure.
- Food for excursions will be transported by the guests and prepared by kitchen staff, according to a set menu.
- The services of external excursions that work with Patagonia Camp, will be subjected to the same standards of sanitary prevention to ensure the health of our guests and Staff.