



río serrano  
patagonia chile

río serrano hotel + spa is a regional and family company committed over 20 years to deliver quality and reliable hotel services. As a family we understand the current situation we are going through, that's why we have implemented different measures to take care more than ever of the hygiene and cleanliness of our hotel **in times of covid-19.**

## our commitment

Our staff is waiting for you, that's why all our workers have been specifically trained in hotel preventive measures for the **covid-19**, the purpose of this is to offer the best and safest experience during your stay at our hotel.

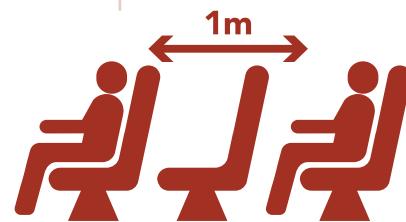
In **rio serrano hotel + spa** we assure you that we have the necessary protective equipment according to each area and task to be carried out. These measures have been taken thinking about the well-being and health of all of us, but also subject to modifications that the **Chilean government**, through its health authority, updates and instructs.



## transfers

**1.** The capacity of our vans has been reduced to 50%, respecting the physical distance of at least one meter. The driver will be in charge of assigning seats, **groups and couples will be able to sit together.**

**2.** Our vehicles will be **ventilated and disinfected** with electrostatic sprays after each transfer, the electrostatic technology makes all particles of the disinfectant adhere better to the surface.



**3.** A kit that includes a **mask and hand sanitizer** will be delivered to each of our guests before getting into the van.



**4. Luggage will be disinfected** by the driver before loading it into the vehicle.

**5. Protective screens** have been installed inside of our vans to separate the driver's section from the guests.

We recommend to our guests to book the transfers in advance.

## front desk



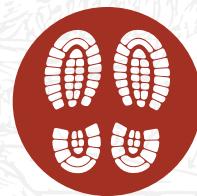
**1. We have adapted the check in process** so our guests can do it before arriving at the hotel, they must fill out a form with personal information, scan passport and immigration paper.

**2. Tax documents will be sent to the guest's email to speed up the check out process.**

**3. Our guests must go through a **sanitizing mat** before entering the hotel to disinfect the soles of their shoes.**



**4. UV technology** has been implemented at our reception, with **portable lamps** to disinfect luggage and **UV boxes** to sanitize the keys before delivering to the guest.



**5. A protective screen** has been implemented in our front desk to increase the precaution levels during the service.



**6. Signage** placed in our lobby will ensure proper physical distance between our guests.

**7. Hand sanitizer** will always be available at our reception.

Boston University concluded that ultraviolet light deactivates covid-19 in 6 seconds.



## housekeeping

### rooms



**1.** The room's cleaning will not be carried out unless the guest requires it, **this service must be requested in advance**. The room must be empty at the time of the housekeeping service.



**2.** Textile equipment such as sheets, robes and curtains will be removed and go through a **washing process with a temperature above 60 °C**, then they will be dried in industrial machines with a temperature of 70 °C.

**3.** Once the guest leaves the room, a specialized team will enter to remove the blanks and **sanitize high contact surfaces with electrostatic sprayers**. When this process is over, our housekeepers will take care of the service normally.

### common areas

**4.** We have enhanced our cleaning staff in our common areas, so **the hygiene in high traffic places is more frequent**.

**5.** Our sanitizations will be carried out with **Hydrogen Peroxide**, a special disinfectant that deactivates 99% of microorganisms.

**6.** During nights a **total disinfection of our common areas will be executed** with sprayers, assuring that our guests can walk in a clean and safe place.





## food & beverage

### raw material's reception

**1.** We only work with **suppliers who have covid 19 procedures**, they have previously been asked for their hygiene and biosafety protocols. Their measures include ozone air purification, **which maintains a 99% germ-free environment in their warehouses.**

**2.** Vehicles which transport our food are previously **sanitized with electrostatic sprayers**.

**3.** Any raw material or product that is received, goes through a preventive **sanitization process**. Initially, the shipping boxes are disinfected, then, we isolate the product in a special place in our warehouse.



### kitchen

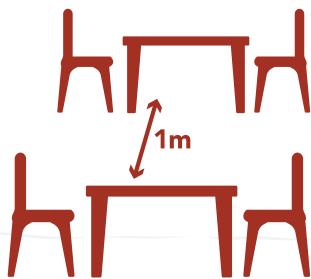
**4.** Our sanitization processes are performed at the beginning and the end of each service, these cleaning procedures are carried out with **clean quat plus**, a highly effective disinfectant for all areas and equipment in the food industry, **attacking a wide spectrum of microorganisms**.

**5.** We have a dishwasher, which **guarantees the disinfection of our articles with a temperature above 75 ° C**. Once the process is done, these elements are stored in a previously sanitized place.

**6.** For raw materials such as fruits, vegetables and eggs we use a special treatment called **antimicrobial fruit & vegetable treatment**, a disinfectant that helps to sanitize our food **without altering its organoleptic properties**.



## food & beverage



**3.** Our menu has been adapted to **QR format**, which allows our guests to access from the cell phone. In the case that the guest does not bring his mobile, a previous disinfected menu will be delivered by one of our waiters.

**4.** Tables and chairs will be **sanitized after each use**, guaranteeing to our guest that once they seat, they will do it in a clean and safe space.

**5.** We have implemented **a la carte service**, avoiding the buffet and ensuring that all of our dishes come directly from the kitchen.

## bar & restaurant

**1.** Automatic hand sanitizer dispensers have been implemented for mandatory use before entering our bar and restaurant.

**2.** The **distribution of tables** meet with the physical distance regulations of at least one a half meters.

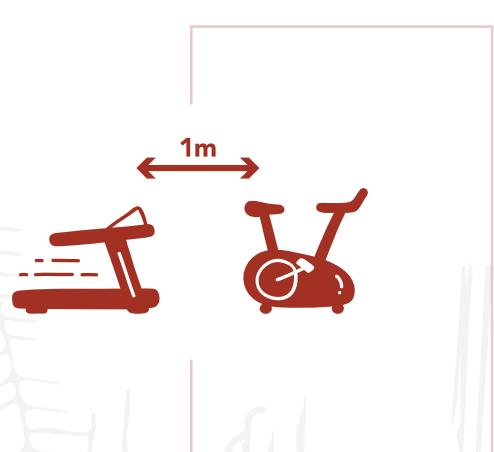




## spa & gym

**1.** We have increased the **cleaning frequency** of our exercise machines.

**2.** The distribution of our exercise machines meets with a **minimum distance of one meter**. After each use, hotel staff will be in charge of disinfecting them.



**3.** Our masseurs follow **hygiene protocols before each massage**. These include hand washing and the mandatory use of personal protective equipment.



**4.** Our massage rooms will be **sanitized and ventilated** after each use.

**5.** The control of chlorine parameters in our pool is checked **8 times a day**, this ensures that the concentration of the chemical is controlled in the appropriate limits of the range defined by the current regulations.

**6.** Common areas of our spa such as **dressing rooms and deck chairs** are constantly sanitized by our staff.

# expeditions



**1.** Prior to departure, the **temperature will be taken** to each of the participants, if they present fever, the guest will not be allowed to go to the expedition and the action protocol will be activated.

**2.** Our guides will have **extra personal protective equipment** such as hand sanitizer and masks in case the guest requires it.

**3.** The snack will be delivered previously in **individual and disinfected bags**.

**4.** We will provide trekking sticks to our guests in every expedition and **they will be disinfected after every use.**



We recommend to our guests to book their expeditions in advance.

**The Administration of Protected Wild Areas (GASP) and the National Forestry Corporation (CONAF)** have announced their measures for the opening of the Torres del Paine National Park. These include the temperature measurement at the entrance and the mandatory use of a mask in high traffic places. Visitors can remove the mask as long as there are no visitors within a distance of less than 2 meters.



## cancellation policies

At **rio serrano hotel + spa** we have not only worked to have the highest safety and health standards, we have also made our **cancellation policy more flexible than ever**. We want our guests to trust us and plan their next trip, for this reason, we offer facilities in case you need to modify your itinerary.

- If you cancel your reservation up to 30 days before the check-in date, **you will receive 100% refund**.
- You can modify your itinerary twice before your arrival date up to 24 hours prior to the check in, **choosing a new date until April 2021**.
- If you want to modify your reservation for the 2021 - 2022 season, **the difference will be charged in case the rate is higher than the amount already paid**.
- Modifications are subject **to availability**.

We are at your disposal to guide and help you to get the information you require, for this do not hesitate to contact your reservations executive or mail us to **reservas@rioserrano.com**.



## emergency protocol

Our action protocol against guest's infection is subject to the recommendations of **Tourism National Service.**

If there is a reasonable suspicion that a guest has one or more of the symptoms, the emergency protocol for guests will be activated with the following steps:

- The guest will be isolated by infection or suspicion in his room.
- The hotel will contact the health authority or health service to receive the necessary recommendations regarding the case..
- The hotel will manage a safe transfer taking different measures such as physical distance, a protective screen between the driver's cabin and the person, a mask and hand sanitizer.
- The health authority will proceed to identify close contacts and indicate the persons to whom a mandatory quarantine will correspond.
- The cost of the stay during the time that the guest remains in isolation must be financed by each visitor.



## internal protocols

The general health status of all our staff is monitored daily, taking the temperature and visually evaluating the presence or absence of respiratory symptoms associated with covid-19.

In the event of a positive identification of symptoms, the evacuation protocol will be activated to prevent the worker from having contact with other people.

Due to the covid-19, the Chilean health authority ordered the mandatory use of a mask in places with 10 or more people, including closed spaces without exception; Because of this, our workers permanently use protection elements and in specific cases face shields, for their personal and guest safety..

We maintain a strict control of personal hygiene, which includes, every half hour at most, hand washing or the use of hand sanitizer. At the same time, our workers use their uniform always clean and in perfect conditions.



## internal protocols

If there is a reasonable suspicion that a worker presents one or more of the symptoms, the action protocol for workers will be activated with the following measures:

- The person will be isolated in an internal room, which will be used for positive or suspicious cases, giving him all the necessary personal protection elements.
- HHRR will contact the health authority or health service, calling **Salud Responde** first to receive specific counsel in relation to the case.
- Once the indications of the health authority have been received, a safe transfer to the nearest health center will be coordinated, a movement that will be in charge of the Outpatient Emergency Unit (SAMU-ambulance) or could be carried out with company transportation, taking all the security measures, such as, physical distance, protective screen between driver's section and person, mask and hand sanitizer for disinfection.
- While we await the result of the PCR exam, the person will be transferred to a medical residency in Puerto Natales, which is the nearest city.
- The health authority will proceed to identify the close contacts and indicate the people who will have to carry out a mandatory quarantine.

Salud Responde is the telephone platform of the Health Ministry in charge of providing information, support and health education to the entire country (Chile).



  
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