



Every time you came to our hotel you're supporting our community.
"FOR A MEANINGFUL TOURISM"



40 años
Por nuestra comunidad

SANITATION PROTOCOLS AT THE HOTEL

In order to safeguard the health and security of our staff and guests, a set of biosecurity measures have been implemented here at Cabañas del Lago Hotel, which follow the guidelines set by the Sanitary Authority.

These security measures are divided into 5 groups.

BOOKING REQUIREMENTS

1. Every Booking done through travel agencies (fit and groups), OTA, corporate and direct must verify to have the official documents required for the trip.
 - a. If it is an intercommunal travel: sanitary passport previously obtained.
 - b. If it is an interregional travel: sanitary passport and traveler affidavit previously obtained.
2. Advance payment through wire transfer or credit and debit card previous to arrival will be prioritized.
3. After booking confirmation, a registration sheet will be sent, which must be completed and sent back.

REQUIREMENT FOR ENTERING INTO THE HOTEL

1. Any person entering to the hotel must abide by these five steps:
 - a. Disinfect shoes on the sanitizing mat at the hotel entrance.
 - b. Disinfect hands with antibacterial hand sanitizer available at the hotel entrance.
 - c. Temperature check. If over 37.8°C, you must wait in an enclosed area for 5 minutes and then the temperature will be taken a second time. If there is no change in temperature and have any Covid-19 symptoms (dry cough, fever, headache, muscle soreness, diarrhea, loss of taste /smell, respiratory distress) you will be taken to the nearest medical center for a health check. The hotel will then follow the procedure suggested by the sanitary authorities.
 - d. Luggage sanitation.
 - e. Fill out the health state entrance form.
2. Use of mask is mandatory inside the hotel. In case of not having one, the hotel will provide one. Any person without a face mask will be banned from the premises.

CHECK IN

1. Handover of room key card.
2. Payment or deposit for those who did not pay in advance:
 - a. Credit card: the payment terminal is located at a safe distance for operating. It is sanitized hourly.
 - b. Cash: cash payments are received normally. Money is disinfected hourly at least.
3. All information previously given at this point has been referred to our website www.hclago.cl, where everything related to the functioning of our hotel can be found. This is in order to achieve an express check-in.

DURING YOUR STAY

1. Room cleaning service will be done every 2 days or when guest requires it.
2. Cleaning stuff will only enter room when guests are not present. They will use disposable protection gear, which are to be replaced between rooms.
3. Every Surface in the room is disinfected with quaternary ammonium.
4. All services and common areas are temporarily closed. This includes restaurant, bar, swimming pool, pool, kid's room, sauna, spa, room service and bike rental. Only basic breakfast will be available. Express breakfast box: service delivered to every room, consisting of a sandwich; 1 fruit, 1 granola bar and 1 yogurt. Eco-cabins are supplied with an electric kettle and mugs for free disposal.

CHECK OUT

1. The room key card must be placed within the container designated for this purpose. They are to be disinfected.
2. If payment is pending, the hotel will proceed as indicated in number 2 of check in section.



In addition to these protocols, the hotel has implemented a cleaning disinfection routines of all available common areas, information resources regarding contingency, hand sanitizer dispenser and a Covid-19 coordinator, who is to lead the response protocol to any sanitary Risk situations.