

Procedures 2021

COVID-19

Today, more than ever, we are taking care of you by taking care of us!

We have adapted our facilities and services to adjust to the new reality and new normality.

During this time, at **Río Hermoso Hotel de Montaña**, we have prepared ourselves to develop and work with all the necessary protocols to make our place a “safe environment for you to relax and for us to assist you”.

We have trained ourselves, reorganized spaces and adapted processes, with all the responsibility, and awareness that this pandemic situation requires.

In order to guarantee our guests a safe and reliable stay, **Río Hermoso Hotel de Montaña** has developed its procedures according to the guidelines of the “COVID-19 Protocol for Tourism Providers of the province of Neuquén”, following the recommendations established by the Ministry of Health of the Nation.

Our main wish is to offer you a unique and safe experience at our Patagonian Boutique Hotel.

GENERAL

- * Updates to procedures were applied and safety and hygiene trainings are carried out for all the hotel staff, on a permanent basis.
- * Internal and external audits are constantly accomplished.

How will we carry it out?



CHECK IN

- At the arrival of each passenger, body temperature is tested with a laser gun technology.
- We ask the passenger to clean their hands with alcohol
- For the care of both, the hotel staff is receiving you with face masks
- Guests are advised to wear face masks
- Third party access is limited, in order to reduce unnecessary circulation through the hotel facilities



ROOMS

- On a daily routine rooms are disinfected using special products.
- Between each stay of guests the rooms remain unoccupied during the required time, to guarantee a good ventilation and sanitation according to the current protocols.
- All stationery has been removed. Any information access shall be done using the hotel's QR Directory
- Sealed hotel's amenities are left in the room at the guests arrival: sanitizer gel in the bathroom, and disposable masks in the room.



RESTAURANT / BAR

- A new layout of the salon was established to respect the minimum distance according to the current protocols.
- The furniture has been adapted to ensure the best cleaning.
- The menus of the Restaurant and Breakfast are available on the hotel's QR.
- Breakfast, lunch and dinner services are booked with previously assigned shifts. Room service stays available.
- Salons are permanently ventilated, particularly between different shifts.



COMMON AREAS – TOILETTES

- Sanitizer dispensers are available in various areas of the hotel.
- Cleaning tasks are done more frequently and continuously.
- A check list of items to be disinfected has been set, which is permanently controlled.
- Hygiene at points of contact is emphasized.

We wish you an excellent experience at **Río Hermoso Hotel de Montaña**.

* The hotel staff follows a strict hygiene protocol, according to the COVID-19 free manual of the company.



Giselle Kaplan

Manager Río Hermoso Hotel de Montaña



Ruta 63 km 67, Pje. Río Hermoso, Parque Nacional Lanín
San Martín de los Andes, Neuquén, Patagonia Argentina
Tel: 54 2972 410 485/ 54 2972 421 221/ Celular: 54 9294 4648032
www.riohermoso.com / gkaplan@riohermoso.com / skype: giselle.kaplan
https://www.facebook.com/riohermosohotel /

