



PREVENTIVE MEASURES

COVID-19 PROTOCOL



Hotel & Spa ★ ★ ★ ★
POCO A POCO[®]
MONTEVERDE - COSTA RICA

by SYMPHONY GROUP

HEALTHY HOST

We have a properly uniformed **healthy host**, equipped with **tools** to receive you.



Healthy Host



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WELCOME

Once you unload your bags,
we proceed to **disinfect them**.

We disinfect the suitcases
and place them in a **safe place**.



Healthy Host



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ENTERING THE HOTEL

Before entering the hotel, you must **use alcohol gel.**

Our Healthy Host will check your body temperature with the **digital thermometer.**



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RECEPTION

Once inside reception, you can use the sink to **wash your hands** with liquid soap or use the **gel alcohol**.



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CHECK - IN

Our reception is adapted to perform a quick **check-in online**.

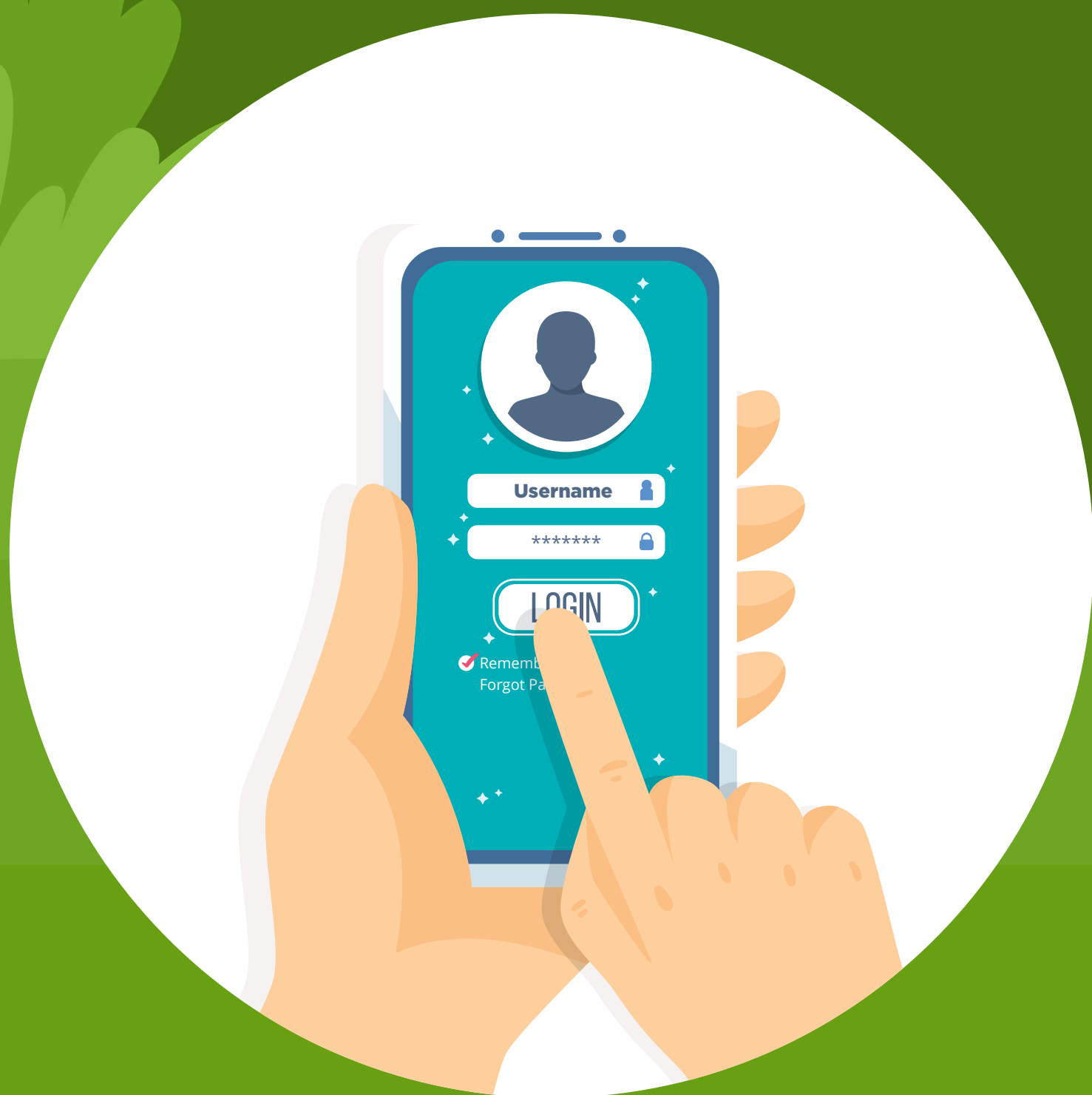
We have pens and alcohol gel for each guest (in case the client does not want to check-in virtually).



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HOTEL APP

We have a **web application** so you can check-in quickly and safely and check **hotel services** from your mobile device.



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¡ENJOY!

Our receptionist will give you a sanitized bag which contains the **room key** and a pen for **personal use**.



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ROOM ARRIVAL

Our Healthy Host will guide you to your room, which will be ready, disinfected, every object in the room is **sanitized and packed**. The room will also have **gel alcohol**.



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COMMON AREAS CLEANING

We have not only our maid team but also the support of the maintenance department, for **common areas disinfection.**



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RESTAURANT

Our waiters require the **necessary tools** to identify the best and highest level of **sanitation in the restaurant.**



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SPA

Our spa collaborators have the **necessary tools** for the best customer care and themselves.

You can **book through the hotel application** (select by phone or in person at Reception).

There is at least 30 minutes between each massage for the complete **cleaning and disinfection** process of the spa.



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ENJOY YOUR STAY!

Feel safe during your visit
and **enjoy every moment**
of your stay at our hotel!



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