



Laguna Lodge
Tortuguero



Covid-19 Prevention Protocol

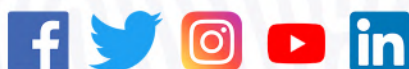
Laguna Lodge Tortuguero is an ecotourism hotel, a leader among hotels and resorts in this tropical country with a touch of style, comfort, and personalized service.

The hotel is located on a beach in the Northern Caribbean of Costa Rica, with an exclusive location on a strip of land between the Caribbean Sea and the Tortuguero Lagoon.

Below, we detail the measures that the company has taken in a responsible manner for the timely attention of passengers and welfare of our team.

This information is based on the guidelines established by the Ministry of Health and the Costa Rican Tourism Institute as a whole.

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Ground transportation



In our case, we own a vehicle which has all the protocols required by the Ministry of Health. On the other hand, our transport providers also comply with all established protocols.

More details are as following:

- 1- All vehicles are disinfected after each service. Cleaning is intensified with high contact areas such as: restrooms, trunks, arm rests, seats, belts, among others.
- 2- The products used guarantee disinfection during application
- 3- Each transport vehicle has an 70% alcohol gel dispenser at the door. The vehicles with capacity for up to 30/40/50 passengers have a bathroom, with water, soap, and disposable towels available.
- 4- The vehicles have signage with the Covid-19 mitigation measures
- 5- The staff in charge will always ensure compliance with the measures

Boat Transportation



- 1- Each boat will undergo a disinfection process before and after each service provided. Special emphasis will be given to the areas of greatest contact.
- 2- All products used for disinfection are authorized by the Ministry of Health

Lodging



- 1- Hand washing stations at strategic points around the property will be available including at the: dock, restaurant, bars, among others. Water, soap, disposable towels, and alcohol gel will be available.
- 2- The disinfection process is carried out rigorously in all public areas and with special emphasis on high contact zones. This process will be reviewed by the supervisor in charge
- 3- The cleaning products guarantee disinfection during application and are 100% bio-degradable
- 4- Signage on the general protocols are placed in the main public areas of the hotel
- 5- The room keys will be disinfected and then given directly to the passengers

Rooms



- 1- The disinfection protocol is completed before the arrival and after the departure of the guests. This process is carried out by applying the products authorized by the Ministry of Health through a nebulization process in the whole room. After this process, the room will be disinfected with an emphasis on the areas of more frequent contact such as locks, switches, lamps, night tables, bathrooms, among others
- 2- The cleaning service will be carried out according to the guests request during their stay of 1, 2 or more nights

Meals



- 1- The buffet service will operate as follows: the passengers choose their food while a staff member using their personal protective equipment will proceed to serve them
- 2- Hand washing stations are at the entrance of the restaurant and the staff in charge will supervise the washing procedure before entering
- 3- We proceed with the disinfection before and after each service, emphasizing the main areas of greater contact as well as the crockery, cutlery, and bathroom areas. These processes will be constantly reviewed.
- 4- All staff will always wear masks