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.
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- Before boarding the vehicle, all passengers will have their temperature taken, and alcohol gel is used.

4- The drivers will carry personal protection equipment (mask) and will comply with all the protocols during the journeys

5- Each passenger must use their mask during the trips

6- 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.

7- We have garbage cans with lids for non-traditional waste

8- The vehicles have signage with the Covid-19 mitigation measures

9- Before entering the vehicle, all the luggage will be disinfected and placed in the allocated storage areas for the journey.

10- The staff in charge will always ensure compliance with the measures and the physical distance between people.
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

3- In the case of passengers arriving directly at the boat dock (La Pavona/Caño Blanco), a temperature measurement protocol will be carried out before boarding

4- Luggage will be disinfected before departure on the water transfer for passengers arriving directly to the pier

5- All the personnel on board (guides / captains) will use their personal protection equipment during the service

6- All passengers must use a mask during the tour

7- Physical distancing at the docks during boarding and disembarkation will always be ensured.

8- An 70% gel alcohol dispenser will be available at the entry point on all boats
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- All public areas will be maintained at 50% capacity, the staff in charge will ensure constant compliance

3- 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

4- The cleaning products guarantee disinfection during application and are 100% bio-degradable

5- Signage on the general protocols are placed in the main public areas of the hotel

6- Upon entering the property, we proceed with the disinfection of the luggage, and use of the shoe sanitation mats before entering the property. After this, a welcome talk will be given with general guidelines and information about the protocols

7- The room keys will be disinfected and then given directly to the passengers

8- Physical distancing is maintained in all public areas, with the required demarcation

9- The team will always keep physical distance and use masks
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.

3- All the rooms will be assigned to future guests 24-72 hours after the previous guest’s checkout.
**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- The restaurant's layout will respect physical distancing and the dining space will maintain a capacity of 50%. Tables will be assigned according to social bubbles or respecting 50% of the table's capacity.

5- The restaurant has the required indicators to comply with the 1.8m physical distance standard.

6- All staff will always wear masks.

7- Guests must wear their masks while moving around the restaurant, once seated at their tables, they may take them off.

**Activities**

1- Mask usage is mandatory for all passengers.

2- The guides will always use personal protective equipment and binoculars will be for personal use only.

3- Physical distancing will be ensured during all the activities.