

What does an establishment accredited with the **COVID SAFE ACCOMMODATION COSTA RICA**® Stamp represent and why does it stand out from the vast majority as safer establishments?



It represents that you can feel confident and secure, because you are staying in an establishment that:

Have made a managerial decision of total commitment to the safety of all people: guests, collaborators, suppliers and every visitors; to minimize the risk of contagion of the **SARS-CoV-2 or Covid-19 coronavirus in EACH ONE OF ITS PROCESSES AND FACILITIES.**

It has implemented a certified Management System that integrates each and every one of the organization's members and suppliers and has **backed it up with a Documentary System** that, of course is **available to all its clients.** Each employee of the establishment has been trained, has a role and commitment to their responsibility in the process.

These establishments stand out over the vast majority and in certain destinations over all the establishments in their market, as **the safest, because** they have undergone an **EXTERNAL AUDIT PROCESS, IN CHARGE OF A COMPETENT ISO LEADING AUDITOR WITH AT LEAST 600 AUDIT HOURS CORPORATE EXPERIENCE, WHICH HAS VERIFIED THAT 170 PROCEDURES OF THE COVID SAFE ACCOMMODATION COSTA RICA® Standard has been COMPLY.**

In other words, in these establishments, unlike the vast majority, there is no room for “self-promotion, without verification”, which leaves room for doubt that all the measures stipulated by the authorities are effectively implemented by all employees, all the time and that the establishment is prepared to properly attend a case.



These establishments can **PROVE professionally, documentary and reliably that they have implemented** not only **ALL THE PROTOCOLS AGAINST COVID-19, ESTABLISHED FOR LODGING AND FOOD SERVICE COMPANIES**; required by the National Health authority and the Tourism authority of the Country. But they have also taken a huge step further, in their commitment as safe and prepared spaces, implementing the most demanding protocols and additional measures existing to date, applied by international health authorities and the international hospitality industry.

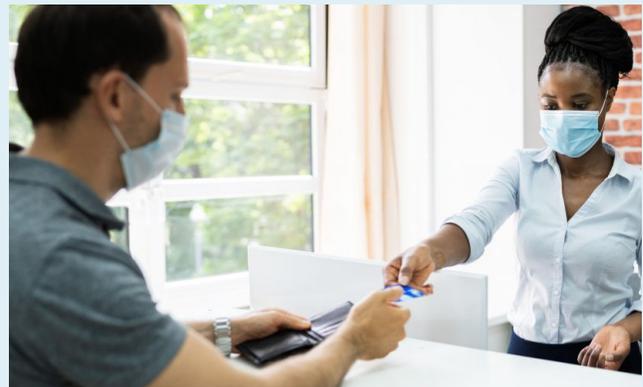


They have trained and have a continuous training and updating mechanism for their entire team, regarding all the regulations of the national health authority and the bio-security protocols to reduce the risk of contagion of Covid-19 to all people in all interactions.

They have appointed a Manager dedicated to the Certified safety and cleaning Stamp COVID SAFE ACCOMMODATION COSTA RICA ® who is responsible together with the General Manager, of the establishment of oversee the daily and continuous application of **all protocols and measures. They are personally available to each of the guests to provide all the information and support they require.**

How is the application of the protocols of the **COVID SAFE ACCOMMODATION COSTA RICA ® Seal standard** reflected in the guest experience?

Undoubtedly their experience will be one of SECURITY and FOUNDED TRUST that will increase from check in, with all the procedures carried out by employees through a friendly service but with minimal contact, use of protective equipment at all times and application of visible measures as distancing, areas minimum density and fully disinfected items for their exclusive use, among others.





Guest will perceive **COMMITMENT** with strict Bio-security and disinfection measures duly indicated in your room and that cover not only the common areas but the entire establishment as a safe space in its entirety.

RESPONSIBILITY in the cleaning, disinfection service, in the preparation of your food and beverages and that extends to each and every one of the processes from controlled purchasing to laundry.

Will be able to **VERIFY** the presence of the **Stamp COVID SAFE ACCOMMODATION COSTA RICA ® standards MANAGER** ensuring that all processes are carried out

according to what is established, **that your room and all objects have been fully disinfected for your sole use, all your food utensils, all objects and surfaces**, the procedures of staff in the service and the visible presence of external signs such as **signage and records**.

ALL THE INFORMATION AND INDICATIONS necessary will be **PROVIDED** to you from the moment of your arrival.

PREPARATION AND CONTROL for any eventuality related to the virus and people's health.

BUT ABOVE ALL YOU WILL RECEIVE A PERSONALIZED, KIND AND ATTENTIVE SERVICE to whatever your request or the situation may be, because you will have chosen an establishment truly committed to you.



- Contactless access and check in.
- Disinfection of luggage and belongings

- Traceability record
- Temperature take
- Contactless payment
- Disinfected keys
- Acrylic (Plexi-glass) physical separations
- Distance signaled for clients
- Use of masks, face shield by all personnel and gloves for necessary procedures.
- Disinfection stations: sinks and alcohol gel in common areas.





- Enhanced cleaning protocols adapted to Covid-19, by trained personnel and with certified products that eliminate the virus.
- Disinfection and cleaning process supervised by the Standard Manager
- Rooms disinfected and sealed for exclusive access of the occupying guest.

- Disinfection and packaging of TV , AV, controls to ensure exclusive use of the occupant guest
- Withdrawal of all items that are not subject to disinfection.
- Disposable cups
- The hotel has a washing machine that guarantees temperatures above 70 ° and where all the dishes are taken.
- Bed linen and towels disinfected at more than 60 °
- All whites are disinfected after each stay, even if they have not been visibly used.
- Some establishments additionally apply a 6-day quarantine system between room renting for extra security.



- Application of enhanced cleaning and disinfection processes designed under the security protocols adapted to Covid-19 safety requirements and externally audited and by

the Standard Manager. Both in common guest areas and collaborator areas.

- Use of hospital grade disinfection products.
- Signage of security measures in all common areas
- Decrease of furniture and density of common areas according to a distance of 2 meters.
- Removal of shared objects that cannot be disinfected such as books, magazines, etc.



- It is guaranteed that every object, merchandise, food that enters the establishment has passed a disinfection and quarantine process.
- High temperature disinfection of all crockery and cutlery.

- Guarantee of use of cutlery, glassware and disinfected crockery for each client.
- Removal of reusable and contact products such as sugar sachets, tea, sauces, etc. Products not used by the customer in the service of his table are discarded.
- Placement of acrylics (plexi-glass) and distance measures.
- Elimination of buffet service when there is more than one social bubble.
- Placement of microwaves for option of extra security on the part of the diner.





- Among the multiple measures applied to staff washing uniforms in the hotel that do not go outside.

- Daily temperature taken before admission and during the day.
- Sworn declaration and taking daily traceability when entering the facilities of collaborators and suppliers.
- Application of all protocols such as frequent hand washing and at least every hour, sneeze, greeting.
- Adequacy of schedules to guarantee separation of 2 meters of distance.
- Elimination of shared objects during the day.

I want more information, where should I contact?

If you are a guest of an accredited accommodation and want more information, do not hesitate to contact the **Standard Stamp Manager of the Establishment** to the **Quality Department of Consuhotel**: calidad@consuhotel.com and WhatsApp (506) 8987 -7267.

If you wish to receive the document with the detail of the 170 measures and procedures contained in the standard for YOUR SAFETY, as well as the protocols defined by the national authorities, do not hesitate to request it. Your Reservations contact is also at your disposal for any questions.

What is the validity period of the COVID SAFE ACCOMMODATION COSTA RICA ® Stamp, which guarantees that the accommodation you choose is an Audited, Safe and Prepared establishment?

The validity of the Seal Acknowledgment is for one calendar year from the issuance of the written Certificate. The lodging establishment makes available to all its clients said certificate that shows the validity date of their accreditation. You can also request it by email: calidad@consuhotel.com



**ATTENTION PLEASE READ THIS DISCLAIMER INFORMATION CAREFULLY
from the COVID SAFE ACCOMMODATION COSTA RICA ® Stamp and
certified establishments:**

The choice of an establishment accredited with the COVID SAFE ACCOMMODATION COSTA RICA ® seal is voluntary on the part of the client and it is the client who assumes all responsibility for leaving their home and staying in the establishment, knowing the risk involved in exposing themselves to interact with people both of contagion of Covid-19 all its effects on their health, that of minors who accompany them and that include the risk of death.

The client releases from any present and future civil or criminal liability both Consuhotel, the establishment and any company of the group of these, their collaborators or representatives. Consuhotel has made all reasonable efforts to compile the most up-to-date information on legislation and guidelines from national and international authorities as of the date of publication of the Standard; but it cannot guarantee in any way its contents or be responsible for any consequence or damage derived from the application or modification of said rule indirectly or directly in any area of human activity. The guidelines indicated in the standard are derived in part from the regulations and recommendations of governmental and international authorities, but do not constitute legal or medical advice. The guidelines also do not take into account the requirements of all states, regional governments, or municipalities. Consuhotel does not guarantee or declare that following these guidelines will ensure the health of employees, clients, visitors or others, or will exclude the possibility of contamination or contagion of Covid-19.

Neither Consuhotel nor the establishment will be liable to guests, nor to any third party for possible contagion during or after the stay, nor for cost, expense, loss or damage (whether direct, indirect or consequential, and whether economic or of other type) arising from your decision and stay.

Consuhotel reserves the right to modify the norm and to issue revised and updated versions to adapt them to the findings and new government guidelines and those of international and national authorities in matters of health and tourism management.

For any claim related to the COVID SAFE ACCOMMODATION COSTA RICA Seal, only the laws of the Republic of Costa Rica will apply.

