



Dear customers:

At Hotel Balmoral, we care about the health of everyone, that is why, all our staff handles the security protocols and measures stipulated by the Ministry of Health, ensuring from your arrival that we comply with all protocols for your peace of mind, because of all these guidelines we have obtained the seal of Safe Travels.

Our main objective is to give peace of mind and quality to all our customers, complying with the following measures:

1. Before entering the hotel in the parking area, all people should take their temperature.
2. In the same area there is a black and green disinfection carpet and then another carpet of the same colors in the lobby to disinfect and dry footwear.
3. Information issued by the Ministry of Health is provided on screens, speakers, in all areas of the hotel, regarding good hand washing practices, how to cough or sneeze, and greetings to prevent infection of Covid-19.
4. There are alcohol gel dispensers in high traffic areas, hallways, restaurant and halls.
5. All rooms, the restaurant and event hall are extremely clean, ready for guests to enter.
6. The Hotel guarantees access to drinking water supply, antibacterial soap, alcohol gel, and disposable towels in the restrooms, as well as their replacement, and drinking water is available throughout the building.
7. The hotel complies with the cleaning and hygiene measures in all public areas, who is responsible for the constant cleaning of high contact surfaces such as: handrails, doors, telephones, elevator buttons, counters, among others, as well as ensuring that the rest of the areas of the hotel are also taken care of.
8. The Hotel guarantees the use of cleaning and disinfection products that comply with the requirements of the Ministry of Health, for the peace of mind of all our guests.
9. In the rooms, the housekeeper uses all types of protection (gloves, masks, uniform, among others) in the cleaning and disinfection process, with special emphasis on the surfaces of greatest contact, such as: remote control, headset, telephone dialing buttons, door handles, closets and drawers, safety box, control panel of the A/C units, light switches, lamps, coffee maker, equipment. In the bathroom area should be considered the toilet, sink, shower, doors, among others.
10. The guest must tell us whether or not to clean his room daily during his stay, for his safety and that of our staff.

