



Guest Information: COVID-19 Update

The safety of our Guests and employees is Medano Hotel & Suites' top priority. At this time all hotel rooms & Captain's Quarters Bistro-Bar are open during limited hours, we'll facilitate for guests who want to enjoy their meals in their hotel room.

We are monitoring the Coronavirus situation and are taking action based on guidance from local and federal health experts from both Mexico and USA. We want you to know that you can stay & use our facilities in all confidence at Medano Hotel & Suites.

In order to maintain a safe environment and address guest concerns, we are taking specific measures.

We have increased the frequency of cleaning and disinfecting of all common areas and commonly touched surfaces throughout our property including: door handles, countertops, tabletops, computers, public restrooms, bathrooms, room keys, towels and linen in general, and much more.

We are also providing our guest extra hands disinfection in areas throughout the property based on demand and most used locations.

The remote control is contained in a plastic cover disposed properly after your visit.

Rooms and air conditioner's filters will be cleaned and disinfected before and after a stay (not during), garbage pick-up is coordinated with guests, and deliveries are dropped outside of the door, rather than being brought inside and unpacked.

As always, we want your experience with Medano Hotel be an especially pleasant and safe one. We appreciate your kind understanding and hope soon to be able to return to our normal service levels.

Keep always in mind that our property is self-enclosed and all of your needs will be satisfied without leaving the property area if you wish.

**Sincerely Committed,
Hotel Management & Staff**