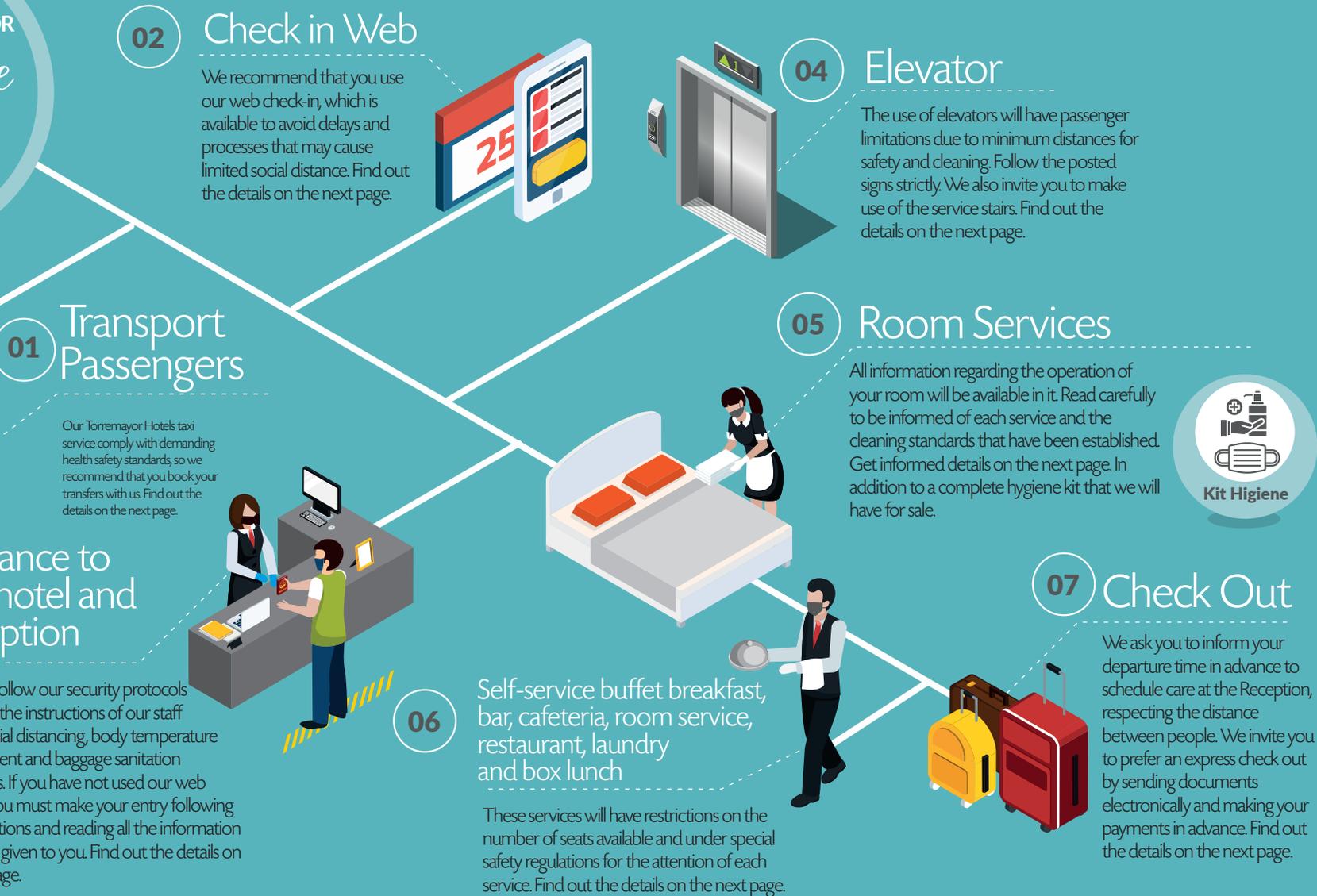


# Torremayor Hotels Passenger Protocol

HOTELES TORREMAYOR

Take Care



## 01 Transport Passengers

Our Torremayor Hotels taxi service comply with demanding health safety standards, so we recommend that you book your transfers with us. Find out the details on the next page.



## 02 Check in Web

We recommend that you use our web check-in, which is available to avoid delays and processes that may cause limited social distance. Find out the details on the next page.



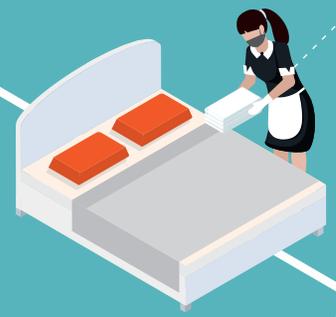
## 04 Elevator

The use of elevators will have passenger limitations due to minimum distances for safety and cleaning. Follow the posted signs strictly. We also invite you to make use of the service stairs. Find out the details on the next page.



## 05 Room Services

All information regarding the operation of your room will be available in it. Read carefully to be informed of each service and the cleaning standards that have been established. Get informed details on the next page. In addition to a complete hygiene kit that we will have for sale.



Kit Higiene

## 03 Entrance to the hotel and reception

You must follow our security protocols respecting the instructions of our staff such as social distancing, body temperature measurement and baggage sanitation procedures. If you have not used our web check-in, you must make your entry following the instructions and reading all the information that will be given to you. Find out the details on the next page.



## 06 Self-service buffet breakfast, bar, cafeteria, room service, restaurant, laundry and box lunch

These services will have restrictions on the number of seats available and under special safety regulations for the attention of each service. Find out the details on the next page.



## 07 Check Out

We ask you to inform your departure time in advance to schedule care at the Reception, respecting the distance between people. We invite you to prefer an express check out by sending documents electronically and making your payments in advance. Find out the details on the next page.



## Hygiene Points

We will have hygiene points in the Hotel. They will contain alcohol gel for free use.

HOTELES TORREMAYOR

Santiago - Chile



# Torremayor Hotels Passenger Protocol

HOTELES TORREMAYOR

Santiago - Chile

## 01 Passenger transport

If you use our taxi service we guarantee that our drivers will always wear protective equipment such as masks and gloves.  
The car will be disinfected before you board it and each taxi has a temporary clear acrylic that separates it from the driver  
In addition Our driver will limit conversations with you.

## 02 Check in Web

Upon entering our hotels, qualified personnel will take your temperature with a digital thermometer.  
You must respect the boundaries to maintain social distance with the reception staff and with other guests.

Your luggage will be sanitized before you go up to your room and you will receive in digital form or if you prefer printed a complete explanation of your room and services available at the Hotel in addition to the new cleaning protocols in rooms. For your safety, you will not be escorted to your room by a bellboy.

Our staff will use masks and gloves and your card to enter your room will be given to you sanitized with alcohol gel.

Please keep a photograph of your passport and visa to enter the country. You must send it to our receiving email since it is a requirement that the authority makes us. For national clients you must send us your identity card.

## 03 Elevators

To press the buttons you must use your card to enter the room.  
Each booth will contain a bracket with general safety information that you should read.  
On the floor of each elevator you will find a demarcation that indicates the place that each person must occupy, always facing the perimeter of the elevator and not other people.

## 04 Bedrooms

We ask that you please carefully read the instructions received at your check in regarding cleaning services, room service, laundry and minibar. In all the rooms you will find an Alcohol gel amenity that you can purchase if it is not available. In addition to a complete hygiene kit that we will have for sale.  
In addition, we are always concerned with the cleaning of public spaces in the Hotel, we have a greater and continuous cleaning of hotel spaces.  
Increased and continuous cleaning of hotel spaces.

## 05 Self-service buffet breakfast, bar, cafeteria, room service, restaurant, laundry and box lunch

You should ask the restaurant managers to assign you the place where you should sit to maintain the rules of social distancing.  
Each passenger may enter the restaurant only when there is a table available to avoid crowds, especially at breakfast service.  
In the breakfast service and depending on the number of guests you can receive a table or buffet service. You will be informed when entering Restaurant,  
All restaurant, kitchen and cleaning staff who travel during service hours will wear masks and gloves

We have QR codes on each table so that you can scan our menus and gastronomic alternatives on your personal phone.

## 06 Bussiness center

Only a maximum of two people will be allowed in this venue.  
At the end of its use, we ask that you inform the reception so that cleaning personnel can disinfect keyboards and desk.

## 07 Check out

You must inform your departure time at least 12 hours in advance so that your account status can be informed.  
You must inform us of an email to be able to send your consumption details and invoice or ticket in this way as the case may be. If you require these printed documents, you must inform it beforehand to prepare an envelope with these documents.

The opening card of your room must be deposited in the mailbox set up for these purposes and we will make the room charges or extras to your credit card.

If you pay in cash, you must deliver the money respecting the protocol that the reception staff will explain to you.

## 08 General features

In our public spaces you will find dispensers with alcohol gel for express hand cleaning. Our staff is trained to respect your safety, so we ask that you help us by complying with the protocols established by Hoteles Torremayor.



We wish you a great stay in Santiago and thank you for choosing us.