

# TRYP By Wyndham Isla Verde

## A MESSAGE FOR OUR GUESTS

### From the Desk of our General Manager:

We are honored to welcome you to our hotel and look forward to serving you.

Our team is working diligently to provide essential services in the current environment while observing guidelines on social distancing, wearing face covering and more. Given these WHO and CDC recommendations, some typical hotel services are currently limited or unavailable.

Please refer to the guest services section of this guide for more details on available housekeeping and food and beverage services.

At Wyndham Hotels & Resorts we take standards for hygiene and cleanliness very seriously and are taking additional steps to protect the safety of our guest and associates.

Our hotel's, health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene, to cleaning product specifications for guest rooms and common area cleaning procedures. We continue to closely monitor the Center for Disease Control and Preventions (CDC) and World Health Organization (WHO) statements regarding the Coronavirus (COVID-19) and are following the latest guidance from these agencies as well as local health authorities.

Please contact us at (787) 728-1300 or [bookings@trypislaverde.com](mailto:bookings@trypislaverde.com) for any questions you may have.

We wish you a pleasant and comfortable stay,

Consuelo Carrero

General Manager



## HOW TO SLOW THE SPREAD

TO HELP PREVENT THE SPREAD OF COVID-19, THE FOLLOWING FOUR MEASURES ARE THE MOST EFFECTIVE, ESPECIALLY IF ALL OF US ADHERE TO THEM:



### SANITIZE YOUR HANDS FREQUENTLY

Please wash your hands often with hot, soapy water. The WHO and CDC recommend that you wash for 20 seconds. For your convenience and to help keep hands sanitized when hand washing is not possible, we have placed hand sanitizer dispenser in predominant spaces around the hotel's public spaces.



### MAINTAIN SOCIAL DISTANCING

Please practice social distancing and keep at least 6ft (2 meters) space between yourself and other guests and associates. This is especially important in common areas where guests typically gather, such as the lobby, front desk, elevators and restaurants.



### HAND SANITIZER

For your convenience, and to help keep our hands well sanitized, we have placed hand sanitizer dispensers in predominant places around the hotel's public spaces. We encourage you to use regularly.



### PRACTICE RESPIRATORY HYGIENE

Follow good respiratory hygiene, which means covering your mouth and nose with your bent elbow or a tissue when coughing or sneezing and use face masks at all time during your stay.

## GUEST AND ASSOCIATES SAFETY

## GUEST SERVICES

*The following measures have been put in place to help control the spread of COVID-19 and make our hotel a safer place.*

### USE OF FACEMASKS AND GLOVES

For the protection of guests and associates, all our associates are wearing facemasks and gloves. This will provide them with added confidence to serve our guests to Wyndham standards. We encourage you to cover your face and hands, as well, to slow the spread of the virus.

### ELEVATOR ETIQUETTE

To assist with the social distancing protocol when using elevators, we have set 6<sup>th</sup> distance markers on the floor. We ask that only one person or family at a time enter the elevator. Thanks, you for your patience!

### FRONT DESK PLEXI GLASS

A simple plexiglass protective guard was installed in the front desk to help prevent the spread of droplets from one individual to another.

### SHOWING SYMPTOMS?

According to WHO and CDC, COVID-19 symptoms typically included fever, cough and shortness of breath.

If you experience symptoms, please get medical attention immediately:

- Contact a local healthcare provider for guidance
- Contact the front desk to inform hotel

**Please remain in your room** to help keep the possible infections contained. Do not go to the hotel front desk – we will work with you while you remain in your room.

Consultant the WHO and CDC for additional information and guidance.

**CDC (Center for Disease Control) – [www.cdc.gov](http://www.cdc.gov)**

**WHO (World Health Organization) – [www.who.int](http://www.who.int)**

**Department of Health's – Office of Epidemiology – (787) 692-6303**

Social distancing has disrupted many public services, including certain services at hotels. Despite these new and important guidelines, it is our goal to make your stay as welcoming and comfortable as possible.

**\*\*Please keep your shoes on at all times while in public areas.\*\***

### Scheduled Housekeeping

Housekeeping services are in operation, however to ensure that social distancing is maintained, and guests have vacated the room before housekeeping personnel enters, the Front Office team will schedule a time at your convenience to perform the cleaning upon check-in.

Please inform the Front Desk during your stay should this time need to be changed.

There is also the option of not providing daily cleaning services and instead we can grant you Wyndham Rewards points.

### Request items

We have coffee makers, ice buckets, extra pillows, pens/notepads, bath amenities, cups, bottled water and mini fridge for your use. Please contact the front desk and we will gladly send it to your room.

### Restaurant and Room Service

Emigrante Restaurant is currently closed. We look forward to serving you again in the near future.

### Pool and Guest Laundry

Will be open from 8:00 am – 8:00 pm. Please visit the front desk and request your towels. We have a logbook to maintain control of the area and the disinfection process that requires your signature.

The gym is closed but the guest laundry remains open.