

# TRAVEL WITH *confidence*

At **Hoteles Australis** we reaffirm our commitment to safety with clients, guests and collaborators through the development of our global prevention, cleaning and disinfection program, **Travel with Confidence**.

This program includes strengthened cleaning protocols under the guarantee of ECOLAB disinfectant products, compliance with the requirements indicated by local authorities, special sanitary measures for all those who pass through our hotels and innovative proposals in our services; all measures that safeguard our spaces as free and safe areas.

Our employees are trained with the protocols of this program and are prepared to welcome our guests and provide them with a memorable experience in Patagonia.

We invite you to learn about the main measures we have put into action.

*Stay with us, travel with confidence.*



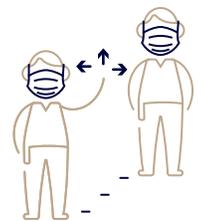
## 1. PRIOR TO ARRIVAL

- \* **Check In On Line.** Guests can check in in advance - digitally - to speed up the arrival process.
- \* **Guide to Services and Conduct for Guests.** Through this guide we can inform guests about special modalities of our services and their expected behavior to protect their safety.



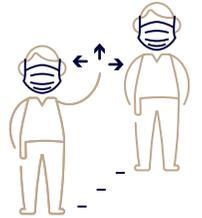
## 2. FRONT DESK

- \* All people entering the hotel will be asked to:
  - » Apply alcohol gel on their hands
  - » Take their temperature
  - » Wear a mask
- \* Front desk with **protective screens.**
- \* Reception service spaces organized to ensure a **minimum physical distance of one meter** between people.
- \* **Assisted Face-to-Face Check In** to autocomplete your information on digital screen.
- \* During your stay, **digital communication** between receptionists and guests will be encouraged through email, WhatsApp, QR codes and digital concierge.
- \* **Alcohol gel** for self-care is available at the counter.
- \* **All exchange of items** is avoided or disinfected beforehand.
- \* **Payment by electronic means** is requested.
- \* **Express Check Out** available



### 3. COMMON AREAS

- \* Common spaces organized to ensure a **minimum physical distance of one meter** between people. Capacity indicated by signage.
- \* **Masks** should be worn while in common areas.
- \* **Alcohol gel** available for self-care in the different common areas.
- \* High frequency of:
  - » Ventilation in public areas.
  - » Disinfection of high contact surfaces.



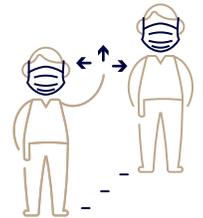
### 4. ROOMS

- \* Reinforced hygiene and disinfection protocols in rooms, which is reflected in the **“hygiene and disinfection seal”** on each door, which can only be broken by the guest at the time of entry.
- \* High frequency of **ventilation** of rooms and corridors.
- \* In pursuit of prevention, we will implement a mandatory daily sheet and towel change.
- \* **“Cleaning on request”** option available for those guests who do not wish our staff to enter their room.
- \* Laundry service is available upon request at the front desk.



## 5. FOOD SERVICE

- \* Anyone entering the Bar and Restaurant area will be required to **wear a mask.**
- \* Distribution of tables and chairs that ensures a **minimum physical distance of one meter** between people.
- \* **Breakfast, restaurant and bar service** menus available in digital and QR format.
- \* **Alcohol gel** is available for self-care in the hall.
- \* High frequency of:
  - » Ventilation in the area.
  - » Disinfection of high contact surfaces.



## 6. BREAKFAST SERVICE

- \* Served in our dining room through a **hybrid system** that combines table service, self-service buffet in individual portions and a la carte service.



## 7. RESTAURANT AND BAR

- \* We privilege a **reservation system** in order to anticipate the organization of spaces and distancing.
- \* Each table is served by a waiter assigned as **exclusive contact** during the service.



## 8. ROOM SERVICE

- \* All our food services have a Room Service option available, which is delivered **free of charge** to the room.
- \* **Presentation protocols** adjusted to safeguard the hygiene of food and dishes during the transfer.
- \* The delivery of this service is made by the waiter **from the door of the room** and each guest must deposit it in the same place for pick up.



## 9. TAKE AWAY SERVICE

- \* Early bird snack and box lunch services are available in individual formats and delivered at the front desk.



## 10. MEETINGS AND EVENTS SERVICE

- \* All people entering our meeting rooms will be required to wear a **mask**.
- \* The distribution of chairs in the room ensures a **minimum physical distance of one meter** between people.
- \* **Alcohol gel** for self-care is available in the hall.
- \* High frequency of ventilation.
- \* Catering service available based on individual formats.
- \* Delivery of the **“Prevention Guide for the use of meeting rooms”**, informing our clients of the safety measures to be taken during the event.
- \* Reinforced room hygiene and disinfection protocol.

