



HOTEL SAN PEDRO  
PUEBLA - MÉXICO

San Pedro Hotel, Puebla  
**COVID-19 PROTOCOL**



# COVID-19 PROTOCOL

**San Pedro Hotel, presents the CONFIDENCE TO THE TRAVELER program, prevention, hygiene, disinfection and sanitation program, with the aim of guaranteeing the health of its guests and collaborators.**

In San Pedro, we implement the most effective sanitary measures to offer memorable experiences in a safe environment, from the arrival of our guests, clients and collaborators, contemplating public areas, elevators and even the room, following the recommendations of official organizations such as the Government of Mexico, the Ministry of Health, the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), among others. Undoubtedly, these protocols will be the key to resuming operations and facing this new normal.

All employees are trained with the prevention, hygiene, disinfection and sanitation protocols, favoring hand washing, healthy distance, constant cleaning of work spaces and equipment, as well as the necessary accessories for their safety and those around them. These protocols include meeting spaces.

The 'TRUST THE TRAVELER' program includes the following protocols:

## **Check in & Check out**

Installation of protection acrylics in each of the registration stations, to avoid direct contact with each of our guests and each guest will receive a kit with protection and hygiene products. (Covers mouths and gel)

## **Rooms**

Derived from the alliance with 3M, new prevention, hygiene, disinfection and sanitation protocols were created that include the following aspects for greater protection, safety and confidence of all guests:

- Thorough cleaning of all spaces: hallway, carpets, floors, table, bureau, chair, sofa, bed, bathroom and shower.
- Sanitized with 3M products approved against SARS-CoV-2 by the EPA.
- Nebulization of the whole room. The new prevention, hygiene, disinfection and sanitation protocol includes three steps to ensure greater protection, safety and confidence of the guests.

## **Food and drinks**

In the restaurant, the capacity of diners is reduced, applying a healthy distance between the tables and the number of people in each one. The (take and take) service is implemented and temporarily all the buffet services will be removed, guaranteeing greater protection in the guests' food.

The hotel has the highest standards and certifications in the handling of food and beverages, such as the "Clean Point".

To avoid the use of physical menus, the restaurant will place the menu in visible places to avoid contact.

Increase in the frequency of cleaning and disinfection of public areas: reception, doors and corridors, elevators, with clear signs to respect the healthy distance.

## **Swimming pool**

The pool will have a maximum capacity, in addition the lounge chairs will be separated, to ensure a healthy distance between guests. The frequency of disinfection is also increased.

## **Maintenance**

The hotel maintenance collaborators are responsible for the correct operation and hygiene of the air conditioning equipment, supply and correct application of all the products that are part of the "TRUST TO THE TRAVELER" program.

## **Valet parking**

Complementing your security, the valet parking staff will be responsible for sanitizing your vehicle during your stay at the hotel.

## **Flexible reservation policy**

All reservation channels are open to flexibly reschedule changes up to 24 hours in advance.