

› INKATERRA ◀

AUTHENTIC NATURE TRAVEL IN PERU  
SINCE 1975

# PREVENTIVE MEASURES

COVID 19

2021

## HOUSEKEEPING

- While our housekeeping procedures have always been very stringent, these have been enhanced with more frequent sanitizing of surfaces.
- Sanitizer stations have been placed in key locations for guest use throughout the hotel.
- Small bottle of hand sanitizer is provided for each guest, as a welcome gift.
- All sanitary products are recommended against covid-19.
- Laundry rooms and linen rooms are disinfected daily.
- Rooms and public areas are steam cleaned with a disinfectant (quaternary ammonium or similar)

## GENERAL HUMAN RESOURCES PRACTICES

- All staff, front and back of house, wear face masks at all times.
- Staff who come in constant contact with travelers change face masks every 4 hours.
- Body temperature checks daily for all staff members. Any staff member with a temperature above 37.5°C (99.5°F) is not allowed to enter the facilities.
- Closely monitor travel plans, sickness, medical certificates and possible symptoms of staff members.
- All staff will report any travel in the past 21-days that they have undertaken outside of his or her home city.
- All staff will report if they come into close contact with any person who has experienced flu-like symptoms.
- Hand sanitizer both front and back of house for staff use. Additional measures will be in place for the staff stationed at the airport.
- All staff from FB and Reception are required to wash their hands every hour.
- Disinfection of staff lockers and rooms on a weekly basis.
- Cleaning and sanitizing of staff restrooms.
- Staff dining room operation have reduced the number of staff dining at the same time and have reduced the number of staff dining per table; self-serve & buffet items have been suspended.
- All tables and food surfaces are sanitized after each use.
- Staff menus have been revamped to include items that strengthen and support healthy immune systems.

## FOOD & BEVERAGE

- Reservations for lunch and dinner are strongly advised to ensure proper service.
- Buffet restaurants, including festive or special occasion buffets to be closed/cancelled or converted to a la carte dining.
- Menus will be printed daily, for personal use only.
- Envelopes will be provided to keep safely personal face masks during meals.
- Complementary bar snacks will be handed individually or cancelled according to circumstance.
- Back of house F&B staff wear surgical gloves, changing these with high frequency as required by varying tasks which involve handling different items.
- Maintain proper sanitation of food contact surfaces, ensure all produce and raw foods are thoroughly washed continuing existing efforts to prevent the spread of pathogens.
- Stewarding team to wear mask, gloves and face protectors when transporting waste.
- Restaurants seating areas have been reduced by 50%. No table is to be reused during the same serving time.
- Dining areas are thoroughly disinfected daily.
- All items entering the preparation area will be properly disinfected.
- Tables are reserved for use maintaining proper social distance, or have been removed for the same purpose.
- Tables are not set in advance. Dining utensils and glasses are handed to guests upon sitting.
- Maximum of 6 guests per table in dining areas.

## SPA

- All steam rooms, saunas and hot tubs remain closed.
- Only treatments of less than one hour will be offered and must be booked and confirmed in advance.
- Limited Spa treatments available for one guest at a time (upon request)
- Pools are open by reservations only.

## RECEPTION

- Every person entering a hotel must have their body temperature taken.
- Sanitary stations are located at every entrance.
- Every host must wear a face mask.
- The use of face masks will be mandatory in public areas, except when dining.
- Proper distance is marked for waiting in line, whenever needed.
- Hotels capacity will be reduced to 60% to ensure proper service and distancing.
- A precautions card will be handed to every guest upon arrival.
- A personal bottle of hand sanitizer will replace the welcome gift at every property.
- Room keys are disinfected daily. According to properties, these will be placed on the room door to avoid contact.
- Check-in before arrival is strongly recommended to all travel agencies and booking partners. This procedure will depend on the receiving the complete passenger information beforehand. This will ensure a non contact welcome to each property, except for signatures and payments.
- Disinfection of reception counters will follow each use.
- All unnecessary items on counters have been removed to ensure a diligent disinfection.
- Guest emails will be requested upon registration to ensure proper tracing.
- Every item entering the hotel will be disinfected either with alcohol or quaternary ammonium including luggage. Every guest is asked during Check-in if standard room servicing and cleaning is desired.
- All luggage is disinfected before entering the hotels.
- Upon Check-in, guests will be asked the frequency of room cleaning desired.
- Disposable face masks are available at Reception.

## PUBLIC AREAS

- Frequently touched surfaces such as handrails, elevator control panels or doorknobs are cleaned and sanitized regularly subject to frequency of use, at a minimum of every four (4) hours.
- Every night, public areas are thoroughly disinfected.
- Single use paper towels are available. A receptacle for used towel and tissue paper disposal is placed in each public area restroom.
- Cleaning and refreshing of public area restrooms performed with increased frequency and areas constantly monitored. In some cases, where an event gathers a greater amount of guests, public bathrooms will be monitored by a bathroom attendant.

## TRANSPORTATION

- All hotel cars / vans / boats are disinfected after each guest use with sanitation solution.
- In cars, air recirculation will be set to "off" at all times.
- Each riders will use hand sanitizer before entering closed vehicles.
- All luggage will be disinfected before entering any vehicle.

## PROCUREMENT / LOGISTICS

- Health & hygiene equipment are closely monitored to ensure sufficient stock on hand.
- Adequate provisions of food will increase on property should the supply chain be interrupted.
- Outside providers are closely monitored for freshness and temperature checks of delivery personnel to ensure a healthy food chain and other supplies.
- All Receiving staff must wear face masks, gloves and goggles.
- All items entering our supply chain are disinfected before entering the facilities.

Dear Traveler,

Please take the following Covid-19 precautions during your travels to ensure a comfortable and safe experience at Inkaterra:

- Keep 1mt/3.28ft distance apart at all times, especially with staff members and other travelers.
- Masks are mandatory at all times, except during food consumption. If you do not have a mask, please ask for one at our Front Desk.
- If you would like to check your temperature at any point during your stay, please feel free to ask Reception for a laser thermometer.
- Our staff disinfects all luggage with alcohol before delivering it on premises. If you would like to repeat this procedure at any time, please contact Reception.
- Please wash your hands with soap and water as soon as you enter your room, and every time you pass through a public area.
- For your convenience, every hotel facility has alcohol sanitizer stations available in the Lobby, Eco Center, Dining Areas, Bathrooms and Reception.
- At Check-in, you will be able to choose whether or not you want Housekeeping service in your room during your stay.
- All rooms and vehicles are disinfected before any occupancy.

Enjoy your stay with us.

Guest Service August 2021