

## WELLNESS SAFETY PROTOCOL



1. We have placed sanitizing stations around the hotel premises accessible for guest and staff accessible.
2. We have placed social distancing place holders for lines, please follow the 6 feet social distancing minimum between you and the next person in line or area.
3. We strongly support the use of masks. All our staff will wear a mask and will be constantly cleaning their hands with sanitizer.
4. Creation of a special Health and Hygiene Committee for prevention. Our staff will have comprehensive guidelines for action, prevention, and control for the proper management of measures against the risk of COVID-19 infection.
5. Our staff gets temperature screening upon entrance to each shift, if it is above 38 degrees Celsius it will be communicated to the authorities.
6. Guests are requested to adhere to similar self-assessment protocols regarding current symptoms and recent exposure to COVID-19 before arrival and during their stay. In any case, if you feel sick, please contact our staff as soon as possible and we will call the health authorities. (Call 169 or ROSA).
7. We recommend frequent use of alcohol gel.
8. Refrain from touching your face, nose and eyes at all times. We recommend washing your hands constantly for a minimum of 20 secs.
9. We have increased our in room cleaning protocols. In order to have less contact items we have removed in order to keep the room as clean as possible between guests and have less exposure. Please refer to the Rooms part for more information.
10. Cleaning, Cleaning, Cleaning... we have increased the frequency of cleaning public areas with high traffic such as entrances, surfaces, locks, handrails, stairs.
11. Quick registration, we are giving guests the opportunity to speed up their Check in by providing via email instructions to speed the registration steps. Please contact the following email to request more information: [resort-2@riandehoteles.com](mailto:resort-2@riandehoteles.com)
12. We will maintain the transportation of guests to the Airport with reduced hours, with cleaning and disinfection between trips. Vehicles will be disinfected after each trip. To request transportation please contact the hotel at the following number: **+507 378-3300**; If you have your flight number you can write to the following email and coordinate your transportation: [resort-2@riandehoteles.com](mailto:resort-2@riandehoteles.com).
13. We have eliminated the Buffet service and we will be offering a la carte menu and room service.

## GUEST ARRIVAL



- Temperature will be taken.
- Disinfectant mats available upon entrance.
- Sanitization of luggage will be available.
- Antibacterial gel will be offered in lobby.
- Luggage transport will be cleaned after each use.

## SOCIAL DISTANCING



- 6 feet minimum distance between staff and guests. We strongly suggest you follow this with other guests.
- Hotel staff will not accompany guests to rooms.



# Riande

## AEROPUERTO HOTEL & CASINO

*Estamos listos,  
lo hacemos por ti.*



## ROOMS



- All rooms will be disinfected with ozone between stays and special attention will be paid to high contact surfaces such as TV controls, light buttons, bedside tables etc.
- In order to have fewer contact items, we have removed all books, mini bars, coffee and/or additional items from the room to keep the room as clean as possible between guests. Please check our hotel's website room information and menus [www.riandehoteles.com](http://www.riandehoteles.com).
- Room service will be delivered in covered containers and will be left outside the doors of the rooms so that the delivery is contactless.
- Daily cleaning service available only on request. If you request cleaning service, cleaning will be scheduled while you are out of your room. Sheets will be washed daily.

## RESTAURANT AND BARS



- We have eliminated the Buffet service and we will be offering a la carte menu and room service.
- Service in the restaurant will be limited to the following hours:  
**Breakfast: 6:00 am - 9:00 am**  
**Lunch: 12:00 md - 2:00 pm**  
**Dinner: 6:00 pm - 10:00 pm**
- Occupancy in food and drink spaces will follow the local guidelines indicated by the Sanitary Authorities of Panama.

## ROOM SERVICE



- Staff will deliver food with face masks and gloves.
- Food will be delivered at the door.
- Food will be delivered with cover so that the guest can remove them for additional safety.

## POOL AND GYM



- The pool is open for the exclusive use of guests of the hotel. Outdoor seats will use respectful spacing, with seats six feet from each other.
- The gym will be open with a limited occupancy of 3 people at a time.
- Please clean equipment before and after use. We will also be constantly cleaning and sanitizing all equipment.