



VILLACORA

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Located in a centuries-old park minutes away from the city center, Villa Cora's entire team looks forward to welcoming you back with the outmost care and attention to your health and safety maintaining a five-star service, that has always distinguished us.

The property is sanitized with electrostatic sprayers and the following standards have been organized:

STAFF

- Upon entering the premises, all employees undergo a temperature check using a contactless infrared thermometer and should anyone have any fever will not be allowed to enter.
- Mandatory use of face masks at any time. Depending on the department some staff members may have other protective disposal PPE.
- Strict hand washing program with hand sanitizer is in place.
- All staff members have been thoroughly trained on new protocols.
- Social distancing will be kept by staff members to all Guests.

RECEPTION

- Upon arrival and during the entire stay, Guests' temperature will be taken upon entering the premises with a contactless infrared thermometer.
- A socially distanced front desk/arrival experience is in place to minimise employees' contact with Guests.
- A Hand sanitizer station has been installed at reception and various info points to promote key messages among Guests:
 - Promotion of handwashing (at least 20 seconds, all parts of the hand)
 - Respiratory hygiene and coughing etiquette
 - The need for social distancing
- Ultraviolet light technology is utilized to sanitize room keys, pens, notepads and stationary, guests' passports, Guests' car keys and any other object after each use.
- Terminals and POS are sanitized after each Guests' use.
- Porters will not enter in Guests' cars nor drive them unless under specific Guests' request and wearing appropriate disposal of PPE.
- Before handling Guests' suitcases, porters will wash thoroughly their hands, sanitized the luggage with a specialized device and after provide delivery to the room.

PUBLIC AREAS

- Hand sanitizer stations have been installed at key areas throughout the property.
- We are cleaning all surfaces with increased frequency and have implemented strict cleaning norms with specific sanitizing products.
- Special attention is given to door handles, light switches, tables, chairs, floor telephones, AC controls.
- Air conditioning filters are monitored to ensure increased proper replacement rate for indoor air.
- Elevators entrance is allowed to only one person or maximum two if part of the same family.
- Guests should avoid congregating with other fellow Guests if not of the same family.



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GUEST ROOMS

- Each room is sanitized with certified equipment before each check-in respecting the increased protocols to thoroughly clean all surfaces with disinfectants.
- Housekeeping service in each rooms will be organized with the front desk upon arrival in order to customize the servicing on Guests' preferences. All bed linens are sanitized with industrial detergents at high temperature.
- Guests will find face masks always available at the front desk.
- High touch items such as stationary have been removed from the Guests' rooms but will be available upon request and delivered sanitized.
- In Room Service menus and hotel directory have been removed but will be available through a QR Code.
- Mini-bar are only stocked with beverages, sanitized after each check out.
- Our room amenities have been reconfigured so that we can guarantee a clean and no touch experience.
- Air conditioning filters are monitored and maintenance is undertaken to ensure increased proper replacement rate for indoor air.

LE BISTROT RESTAURANT

- A hand sanitizer station has been installed at restaurant entrance.
- Mandatory use of face masks while in the Buffet room, of course not when seated at the table.
- Lunch and dinner will be served by the pool to guarantee proper Guests' social distancing.
- Tables and chairs are placed to comply with norms.
- Dining tables, bar stools, and tops are sanitized after each individual use.
- Reservations are mandatory.
- Menus are printed in cleanable material and also available through a QR Code.
- Bar snacks are served in single portions.
- Staff delivering room service will ask Guests' if they can enter the room or they wish for the tray to be left outside.

SWIMMING POOL

- Regular tests of pool and water systems are undertaken to maintain concentration levels within the limits of required national standards.
- All internal checks regarding the water parameters are regulated according to the protocols and self-control procedures.
- A maximum of 23 people are allowed in the pool.
- Social distancing of at least 1 meter should be respected.
- Personal belongings should be placed in bags and not on the floor or chairs.
- Bathers must avoid any form of manure in order not to contaminate the water.
- Small children must wear diapers.
- Is recommended to parents to supervise small children in order for them to respect social distance and the hygienic-behavioral norms.
- Rubber or wooden slippers must be worn to walk around the pool.
- Before entering the pool it is mandatory to use the dispenser for hand hygiene, to shower and use the foot bath and access the pool by using the steps.
- In case the regulations of the pool are not respected, the transgressors will be asked to leave the pool.



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SPA & FITNESS CENTER

- A hand sanitizer station has been installed at Spa entrance & in the fitness room.
- Entrance to the Spa and fitness center will be through a mandatory reservation only.
- Spa Treatments Menu are printed in cleanable material and also available through a QR Code.
- All areas will be cleaned frequently paying extra attention to high-touch objects, such as weight equipment, treadmill interfaces and handrails, yoga mats and exercise balls.
- Wellness area with Jacuzzi, sauna, steam bath and emotional shower is available by reservation only and the use is for one person at a time or two people if belonging to the same family.
- Fitness entrance is available by reservation only and the use is for one person at a time or two people if belonging to the same family.
- When exercising, Guests are required to respect a distance of 2m (6.5ft) in between one another.

SHUTTLE SERVICE

- The vehicles are cleaned and sanitized after each use.
- A special device for air cleaning technology is installed onboard.
- Drivers and Guests are required to wear a mask at any time.
- All amenities have been removed.
- Hand Sanitizer available on board.

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