

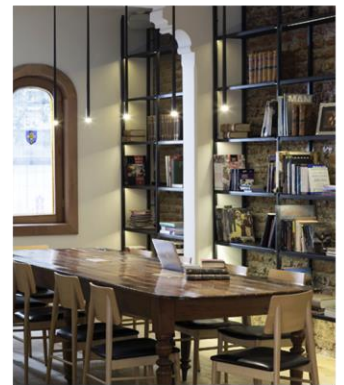
HOTEL
MAGNOLIA
HUÉRFANOS N° 539

SAFETY & HIGIENIC SYSTEM

In this bulletin you will be able to find everything about our health, hygiene, and safety protocols, in order to ensure our guests' wellness.



HOTEL MAGNOLIA
HUÉRFANOS N° 539, SANTIAGO, CHILE
WWW.HOTELMAGNOLIA.CL



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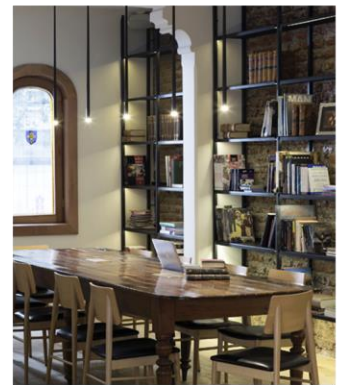
OUR SPACES

- **Public spaces:** the already rigorous cleanliness, disinfecting, and sanitizing protocols were increased and intensified with hospital category products, especially in our most transited spaces such as the Lobby, toilets, stairs, elevator, and access area. In addition, we will have copper nanoparticles on surfaces and areas of high influx, to protect the health of everyone who passes through Hotel Magnolia even more.
- **Rooms:** if the hygiene and cleanliness protocol were already rigorous, nowadays we enhanced it and use hospital category products for this task. Likewise, in order to maintain the area even more sanitized, you will find in our rooms spaces freer from printed stationery materials or other amenities. If you wish to have the usual amenities or if you require not having the daily cleaning in your room during your stay, do not hesitate to let us know.

ROOMS

- **Cleaning system:** as in all our years of service, our rooms will have the highest cleanliness and sanitation standards. Nowadays these protocols are increased, and our team is qualified to perform the cleaning of your room with the highest established safety.
- **Restructuring and amenities:** we are conscious that today less, is more. This is why we decided to remove some amenities and printed informative articles, in order to safeguard the sanitation and cleanliness levels. Remember that, if you wish to have the usual amenities or our printed version information, you can request them without problems with our reception team.





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OUR STAFF

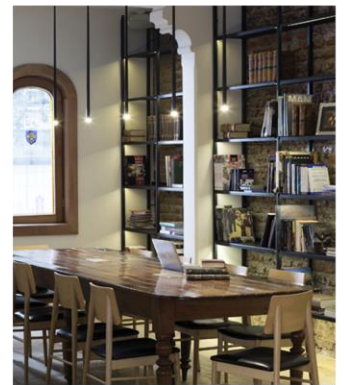
Even though we have had modified some security measures, the deportment of our staff towards the guests will be the same as always: cordial, kind, cooperative, providing the service excellence that has always characterized us.

- **Equipment:** all the staff will wear a facial mask at all times and the health uniform indicated according to their work inside the Magnolia Hotel.
- **Minimum contact:** we are a close team, but today we have to maintain our distance. To comply with this, in our Lobby you will find signs that will remind you of the safety and health protocols to follow, as well as a transparent barrier in our reception, by way of care and protection for/with our team and guests.
- **Disinfection stations:** both for our team as for our guests, in different spots of the public spaces you will find stations with quick-use disinfectant soap.
- **Temperature Control:** both in their shift entrance and exit, our staff will have to pass through temperature control, in order to reinforce the security system in which we are working in.

GYM

Our gym will be opened every day of the week, but subject to a restrictive use. Therefore, if you want to enjoy this fitness space, just communicate your intention to do so and we will book a place so that you can carry out your training with exclusivity. The gym will be disinfected after the use of each guest.





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RESTAURANT, BAR, TERRACE AND ROOM SERVICE

- Assured distance: our terrace, bar, and restaurant layout has been modified to assure the necessary social distance demanded by the national standards facing this contingency. You will be comfortable and safe at every minute.
- Food-handling: the Magnolia Hotel team received training regarding safety in food preparation and our guests' and clients' attention. Also, food safety inspections are made constantly to comply with the demanded health protocols.

WELLNESS PROTOCOL

- Health status: if you are not feeling well and have physical distress, inform the reception so that you can be assisted most appropriately. We have non-contact thermometers and, in case it is necessary, we will activate the emergency protocol and have the entire floor blocked to isolate possible positive cases, where we will measure the temperature with no contact and perform the PCR test.
- Cardiopulmonary resuscitation: we have a protocol in the event of a heart attack. In this protocol, our qualified staff will make use of our automatic external defibrillator (AED) to proceed with the cardiopulmonary resuscitation.

