



GOOD PRACTICES AND ACTIONS OF OUR ACCOMMODATION AGAINST COVID-19

We attach this file of good practices and protocol actions that we have implemented before and during your stay at Finca Hotel el Palmar. It must be read and accepted by the client before arriving at the hotel and must be approved in writing via email or WhatsApp.

CHECK IN ONLINE:

Through our hotel software "Lobby" we will send you the online check in by email. You must complete it before arriving at the hotel. In case you cannot do it, you must notify our commercial advisor in advance through whatsapp or telephone.

GUEST ARRIVAL AT THE HOTEL:

We will have a specific space to receive them and we must carry out the following disinfection process before you enter the hotel:

- Please use the mask.
- You must apply the minimum 70% glycerinated alcohol that we will have located at the entrance of the main house of the hotel.

USE OF POOL:

You can use the pool without any problem. We will control the use of it, complying with protocols, for your safety and that of your family. Remember to have distance with other families.

COMMON ZONES:

For greater comfort and less worry about what we are going through, we have wide open spaces, where fresh air flows and you will have less risk of contamination. It is important for your health to have a distance of 2 meters between other guests who are not in your family group.

DINING AREA:

In the dining area where we serve food and drinks, the tables will be far apart. The ideal is not to cross paths with other guests, to minimize contact. If you are going to request something from the workers, you must wear a mask and stay at least 1 meter away.

EXPRESS CHECK-OUT:

If possible, you must pay through a link for payments by pse or debit or credit cards, or through the QR code and if not, and you are going to pay in cash, you must deliver it exactly, to avoid interaction with the money.

We will carry out a satisfaction survey on the tablet that we have available at the hotel, if you do not wish to carry it out on the tablet, a survey will be sent to you by email or WhatsApp.