

WE ARE HAPPY TO RECEIVE YOU!

**PLEASE FOLLOW THE FOLLOWING INSTRUCTIONS,
THEY ARE FOR YOUR SAFETY AND OURS.**

I. Before care

COVID-19 SELF-ASSESSMENT



Complete the following self-assessment survey for guests, tourists and visitors: fincadelcafe.com/bioseguridad

If you present any symptoms, your reservation will be canceled, you must remain at your current address, remain in preventive isolation and contact the corresponding health authority and / or EPS, who will indicate the conduct to follow.

**NUEVAS LÍNEAS ATENCIÓN
COVID-19 SANTA ROSA DE C.**

| | |
|--------------|-------------------|
| 313 238 5977 | 24 horas |
| 313 237 4415 | 11 a.m. a 10 p.m. |
| 313 234 6850 | 10 a.m. a 6 p.m. |

Las demás líneas de atención covid-19 aún siguen activas.

| | |
|--------------|-----------------|
| 313 863 2419 | 24 horas |
| 313 237 0218 | 24 horas |
| 313 863 3688 | 8 a.m. a 4 p.m. |

#SantaRosa
Unidos y Solidarios
EnCasa

EL CAMBIO
LO CONSTRUIMOS
TODOS!
Alcaldía de
Santa Rosa de Cabel



If you do not have symptoms, you can move to do effective your reservation and / or receive our services.

II. During the transfer to our facilities

By car, motorcycle or bicycle:



Mobility in alternative transport for individual use such as motorcycle (without grill) is encouraged, with protection elements and security for personal use only.

As much as possible, keep the vehicle ventilated and windows open during tours.



As far as possible, keep the recommended minimum distance between people inside the vehicle.

On motorcycles and bicycles, avoid traveling with more than one person in the vehicle (not barbecue).



Regularly disinfect surfaces with which you have frequent contact such as handles, steering wheel, gear lever, seat belt buckles, radio, vehicle controls, etc. with alcohol or disinfectant wipes.

Disinfect safety elements, such as helmets, gloves, glasses, knee pads, among others.

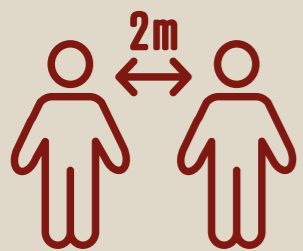


By public transport:



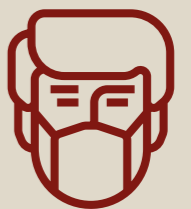
If you are going to use public transport, antibacterial gel should be used after coming into contact with objects or surfaces, and a mask should be used.

It is important to avoid putting your hands to your face.



Maintain a distance of 2 meters between people.

The mask should be used effectively covering the mouth and nose.



III. When you arrive at our facilities



The prior completion of the COVID-19 self-assessment survey is verified.
fincadelcafe.com/bioseguridad

Temperature control is carried out and hand hygiene is requested.



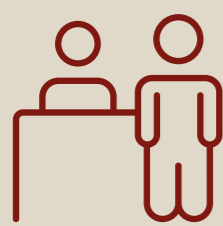
Baggage disinfection is carried out in the area designated for it.

The use of electronic payments and card payment is recommended.



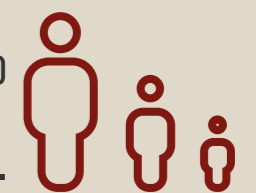
After using the dataphone, you will be asked for hand hygiene.

During the care, the workers have their protection elements
such as face masks and acrylic face mask.

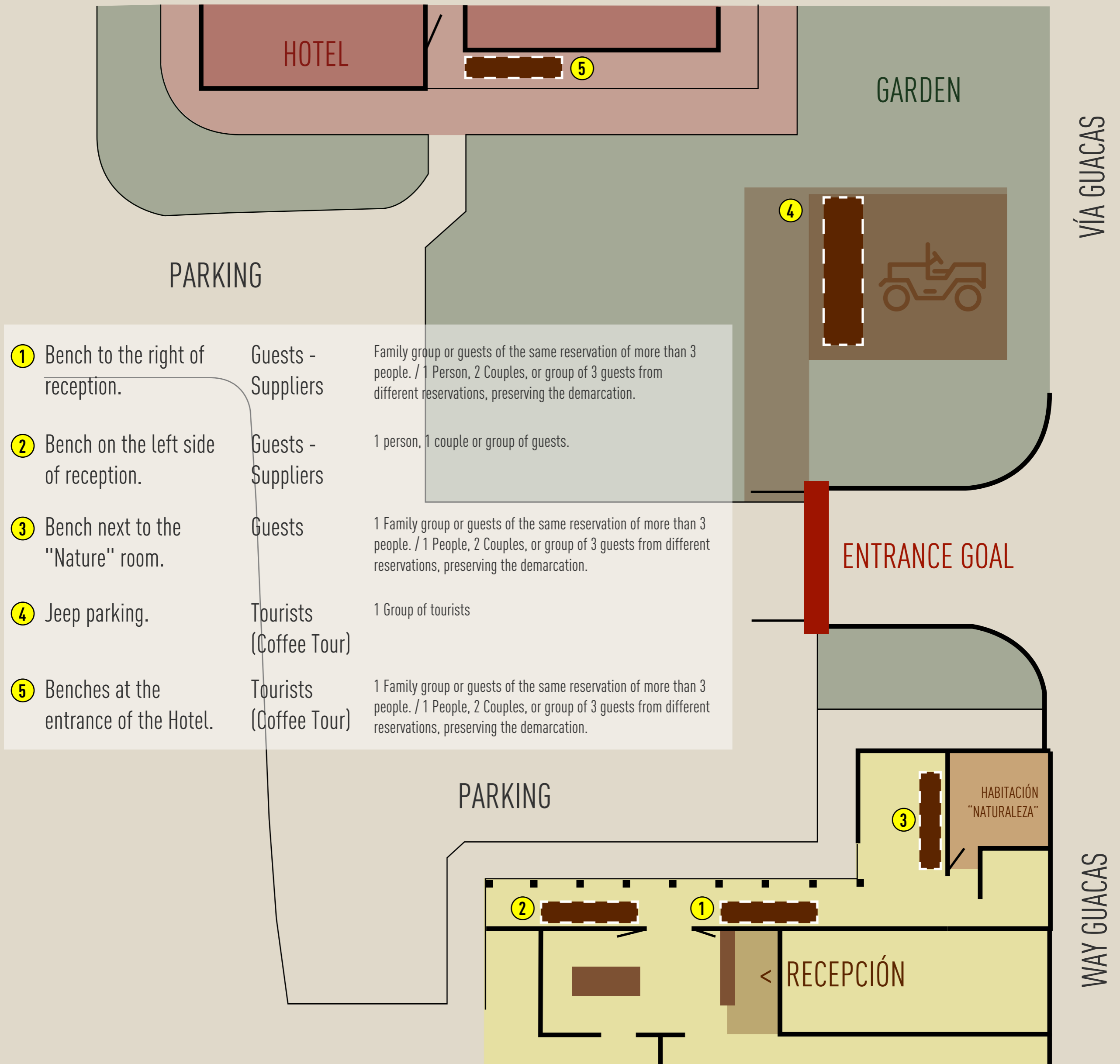


At the Reception, only the person who made the reservation enters,
and their companions must remain in the waiting area, keeping their
distance with other groups of families or guests.

Attention will be by arrival shift and 30%
of the capacity of people in the facilities will never be exceeded.



The waiting areas are demarcated and distributed as follows:



IV. During the stay in our facilities

At the hotel:



Guests must complete the survey daily during their stay. If the guest presents symptoms during the stay, they must remain in preventive isolation in their room and / or in the "Nature" room in case they are staying with more people. The administration reports the case to the Municipal Health Secretariat and / or EPS to request medical attention and supervision, and the instructions given will be followed, whether it is preventive isolation or transfer to a health center.

The care of the guest in isolation will be carried out in a differentiated way according to what is indicated in our Biosafety Protocol for the prevention of the transmission of COVID-19.



During the stay of guests, a common area and a fixed location for food will be allocated to each reservation.



On the COFFEE TOUR:



The tour will be carried out in the same groups of people who share a room, the tour with different reservation groups will not be allowed.

During the tour, distance with the guide and use of a surgical mask must be maintained.



In the different stations of the tour, you will be asked for hand hygiene before and after admission.



Luz Nelly Díaz G. / Gerente
C.C. 41.630.675