



MONASTERO
Santa Rosa
HOTEL & SPA

COVID-19 HEALTH AND SAFETY MEASURES

- Monastero Santa Rosa adheres to the government health and safety operation recommendations. Monastero Santa Rosa will reopen with a limited number of rooms thereby limiting the number of guests on property.
- Guests will be asked to provide all necessary documentation prior to check-in. This will limit person-to-person contact. We will be kindly suggesting that our guests arrive after our 3pm check-in time so we have ample time to clean the rooms and provide a nice dose of fresh air while cleaning.
- All employees will undergo a temperature check every day at the beginning of the shift.
- New arriving guests will also be asked to undergo a temperature check using digital point and shoot thermometers.
- In consideration of other guests and staff, the Monastero Santa Rosa team kindly asks that any guests feeling ill or showing symptoms prior to arrival reconsider their trip.
- Reinforced housekeeping practices will sanitize the rooms, common areas, and all facilities. Housekeeping is instructed to clean and sanitize, with limited to no contact with guest belongings. Guests will have the option of opting out of daily housekeeping to lessen the frequency of others in their accommodation.
- Many fabric items, such as throws and pillows will be removed from the room as will any unused single-use items. Items typically found in our room that may be removed will be available upon request. The minibar will also be limited this year to avoid previous exposure to another guest.
- Every room will receive a welcome sanitation package consisting of his & her masks, hand sanitizer and disinfecting wipes. Hand sanitizing gel will also be placed around the property.
- Restaurant tables will be very spaced according to social distancing guidelines and for at least the month of July, the property will not have the restaurant open to outside guests. This will ensure the maximum dining occupancy to approximately 20 guests. Additionally, Monastero Santa Rosa's design offers guests multiple unique areas that can be utilized for private and intimate dining around the property.
- QR code will be utilized where convenient and appropriate. The hotel directory is setup with the QR code along with all menus that guests can access through their phones or mobile devices.
- Number of guests inside the pool at one time will be limited. Pool chairs will be spread out and planters will be placed in between groups of seating to provide privacy and security.
- Use of the gym is by-appointment only and thoroughly sanitized after each use.
- Measures for the spa are currently being determined. At the moment, we plan to be able to offer massages on our outdoor spa terrace, ensuring that all therapists will be properly equipped with masks, gloves, and eye protection when applicable.
- Use of the thermal area will be limited to one group at a time and will be by-appointment only. The thermal area will be thoroughly sanitized after each use.