

# GENERAL PROTOCOL OF BIOSECURITY FOR THE PREVENTION OF COVID - 19 TRANSMISSION





# We adapt to the Biosafety Standards

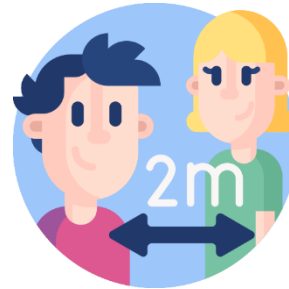
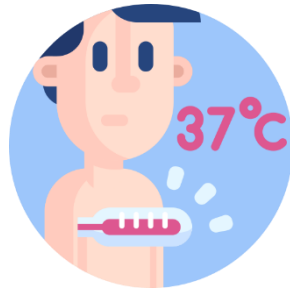


The Las Palmeras Vacation and Convention Center has adopted the General Biosafety Protocol for the development of tourism activities, complying with the corporate purpose of the organization and complying with the regulations established by the National Government mentioned below:

- 1**  
Resolution No. 666 of April 2020
- 2**  
Resolution 749 of May 2020
- 3**  
Resolution No. 1285 July 2020
- 4**  
Resolution 1443 of August 2020
- 5**  
Resolution 1547 of September 2020
- 6**  
Resolution 1569 of September 2020

The foregoing helps us to establish the necessary promotion and prevention measures to reduce and mitigate the exposure of our Guests, Visitors, Collaborators and the general public.

# Biosafety Standards



Use properly the personal protection elements permanently and mandatory, such as face masks, gloves, masks and do not share them with anyone.

Report symptoms consistent with COVID-19, such as fever, cough, shortness of breath, malaise, sore throat, shortness of breath, earache, fatigue, loss of smell or taste.

Always keep a minimum distance of two (2) meters in all places and avoid, at all times, physical contact with other people

Wash your hands with plenty of soap and water, maximum every three hours.

In restaurants and cafeterias, keep your distance, don't change chairs and tables, keep the place clean, and don't share utensils.

# Biosafety Standards



Avoid directly touching the plates, knobs, sink faucets, toilets, handrails, etc.



Periodically disinfect all items for personal use that you handle daily, using 70% alcohol.



Put the used masks and gloves in the cans provided for this task.



In case of coughing or sneezing, do it on the forearm or on a single-use tissue and dispose of immediately.



Disinfect or wash your hands periodically. The Vacation Center has arranged 70% alcohol dispensers in various places for your use.

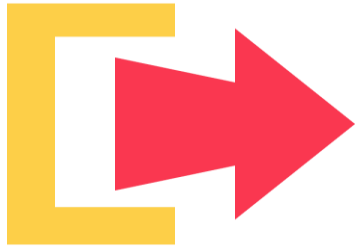
**Remember:** You take care of me. I take care of you

# New Hours

## Check In

Delivery of rooms to Guests:

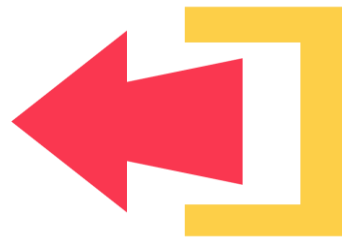
Starting at 3:00 P.M



## Check Out

Room delivery by guests :

Before 1:00 P.M



## Pool Hours



- ❖ 1st Shift: 9:00 a.m. at 10:30 a.m.
- ❖ 2nd Shift: 10:30 a.m. at 12:00 p.m.
- ❖ 3rd Shift: 12:00 p.m. at 1:30 p.m.
  
- ❖ Closing for lunch: 1:30 to 2:30 p.m.
  
  
- ❖ 4th Shift: 2:30 p.m. at 4:00 p.m.
- ❖ 5th Shift: 4:00 p.m. at 5:30 p.m.
- ❖ Closing: 5:30 p.m.

### Remember:

- The use of swimming pools is prohibited when it is raining or there are electrical storms. As well as the entry of food and beverages or of people in a state of intoxication. Comply with the Pool Use Regulation provided in each one.

**In each pool you can see the maximum capacity of people for each shift.**

**Note:** During the shift in the pool, you cannot leave, in this case you will lose the opportunity of the shift and will not be able to enter again, it is necessary to wait for the next shift.

# Restaurant Hours

## Breakfast

From: 7:00 a.m.  
Until: 10:00 a.m.



## Lunch

From: 12:30 p.m.  
Until: 3:00 p.m..



## Dinner

From: 6:30 p.m.  
Until: 9:00 p.m.



### Consider the following:

- Depending on the occupation, shifts may be defined for these services, avoiding exceeding the maximum capacity established in restaurants and in the cafeteria.
- There are alcohol dispensers in the restaurants and Cafeteria, as well as in the common areas of the Vacation Center, so that you can disinfect your hands.

**At the Reception, our collaborators will inform you of the pools and restaurants that are in service.**

## Here you can download CoronAPP



Evaluate your health and receive  
recommendations about COVID-19  
using the official application of the  
National Government of Colombia

## Hotlines in case of emergency for COVID-19

**E.S.E Hospital Salazar de Villete**  
**321-986-2054**

**Central Medical Unit**  
**311-538-9876**

**Santa Maria Medical Center**  
**310-582-2974**

**Servisalud**  
**01-8000-180-287**

**Convida**  
**320-853-5345**

**Ecoopsos**  
**317-436-6549**

**Famisanar**  
**320-870-5966**