



# WILLKA T'IKA RETREAT CENTER COVID PROTOCOL JULY 2020



We look forward to safely welcoming guests  
to our Peru Sacred Valley sanctuary,  
providing the highest standards of hygiene  
and professional service to  
ensure peace of mind.

# Willka T'ika Public Health Protocol

## PREVENTION MEASURES

### For Guests:

- A sanitary station greets each guest at the entrance to the Hotel with a faucet, soap, disinfectant, paper towel, a no-touch waste basket and footwear disinfection.
- Temperature is taken and recorded for each guest, via an infrared digital thermometer, restricting the entry of guests with a temperature higher than 38.5 ° C.
- Hand sanitizer alcohol dispensers, are located at strategic, high-touch points throughout the property.
- Wearing face masks is mandatory in all communal areas and is enforced.



### For Staff:

- Upon arrival all employees must disinfect their footwear, wash their hands, and disinfect them with gel alcohol.
- Temperature is taken and recorded for each employee, via an infrared digital thermometer, restricting the entry of staff with a temperature higher than 38.5 ° C.
- A private changing room for staff is maintained daily so that employees can change into clean work clothes when they arrive at the hotel.
- Staff meticulously clean and disinfect all cleaning supplies and materials and store them in a separate storage area



# GENERAL MAINTENANCE PROTOCOL

- Common areas are reduced to **50% capacity** to support social distancing. Correct use of hotel facilities, as well as maintaining social distance of **1.5 meters** is posted in the hotel.
- Willka T'ika employees respect social distancing, maintain excellent sanitation habits and when finished, leave all equipment, materials and other equipment in excellent hygienic condition. Employees live within minutes of the hotel and do not take public transportation.
- All protocols for cleaning and disinfecting the hotel are administered by Peru's Ministry of Health (MINSA).
- The correct use of personal protective equipment is verified at all times.
- Disinfection of common areas, with special emphasis on high touch surfaces: door knobs, handrails, restaurant tables and seats, electronic controls is carried out by Willka T'ika staff every 3 hours wearing protective gear using the most effective disinfectants.
- The frequency of disinfection is recorded regularly, and monitored as required by MINSA.
- All Willka T'ika employees working inside the Hotel wear approved masks, worn for a maximum of 10 days before discarding. When not in use, masks are stored in personal paper bags on-site. Employees wear separate masks on the way back to their homes in order to reduce the risk of community transmission.

## SPECIFIC MAINTENANCE PROTOCOL:

### Reception Area:

- On check-in, use of mask and body temperature are verified.
- Luggage and accessories are disinfected by staff.
- Guests are registered efficiently to avoid contact and exchanging documents.
- Guests are registered and taken to rooms respecting social distancing.
- At the end of each service, the materials, equipment and other means used are disinfected.
- Check-out procedure is likewise carried out, respecting protocol and social distancing.

### Dining Area:

- Meal times are established to maintain 50% seating capacity.
- Hostess or waiters will ask diners, upon arrival to dining area, to disinfect, which includes hand washing and shoe disinfection.
- Tables are distributed respecting social distancing.
- The breakfast buffet service is replaced with a la carte service.
- All dining staff wear masks during food service.
- All materials in the dining room are maintained in excellent cleanliness and disinfection.

### Rooms:



- Rooms are kept vacant for **24 hours** between guests and the room are ventilated, cleaned and disinfected between each visit.
- Cleaning and disinfection processes are documented and controlled and labeled for each guest room before check-in.
- The use of rugs as a decorative element in the rooms is minimized and stationery is removed as a preventive measure.

### Public Areas:

- Reception area will be carefully controlled to allow a contactless check-in.
- Posted signs indicate gel/alcohol dispensers and other important instructions.
- Door knobs, handrails, and other high touch areas are constantly disinfected.

### Dining Area:

- Capacity of the Dining Area will be reduced to 50% with private seating available to groups and families.

### Gardens:

- Gardens are regularly fumigated to prevent possible spread of the virus.
- A schedule is established for guest garden visits, in order to avoid traffic.
- The entrance to gardens that are not part of the normal traffic are restricted, to avoid the risk of contagion.
- Schedules are posted to allow private tours and visits to the *Chakra Gardens*.



### Kitchen:



- The kitchen is cleaned and disinfected before the preparation of each meal.
- Kitchen staff wear personal protective equipment including masks, hair coverings, gloves and face protectors.
- Any supplies or products required for food preparation will only enter the kitchen after being disinfected. Until then, they will be kept in designated food storage space.
- Plates and utensils will be disinfected in boiling water after they are washed.

### Andean Spa Services:

- Yoga, meditation and massage rooms are cleaned and disinfected each time they are vacated by users.
- Yoga mats and props will also be disinfected between each use.
- In the meditation and yoga rooms, cushions will be removed. Disinfected yoga props and accessories can be requested from staff.
- After each use, staff disinfect all implements used during massage, Solar Bath, or Crystal Bed therapy, as well as change all Spa linens.
- A gel alcohol dispenser is located at the entrance of each Spa room to be used by guests before entering.
- Service staff and guests who use these rooms must keep their masks on while indoors.

# HEALTH CONTROL MEASURES

## Identification of Symptoms

- A medically trained staff member records the temperature and conducts symptom identification for both guests and employees.
- Any person with fever, cough, sore throat, general discomfort, or other flu-like symptoms will immediately notify on-duty staff. Direct communication will be conducted at the distance of at least two meters, wearing masks.

## Steps to Take in the Event of a Possible Case of COVID-19



- If an **employee** is suspected to have COVID-19, the following measures will be implemented:
  1. Completion of the MINSA Covid-19 epidemiological form.
  2. Application of the Covid-19 Serological or Molecular Test.
  3. Identification of contacts at home.
  4. Notificacion to the local health authority.
  5. Daily and remote clinical follow-up, as appropriate.
  6. If the employee is a confirmed case, the Hotel will record any possible contact with guests and other colleagues during the previous 14 days.
  7. After 14 days of isolation, the employee will undergo a clinical evaluation by a health professional from the occupational health and safety service before returning to work.
- If a **guest** is suspected to have COVID-19,
  1. Completion of the MINSA Covid-19 epidemiological form.
  2. Information about symptoms will be required for up to 15 days.
  3. If maintenance is required in a guest's room, the employee will enter with full protective equipment.