

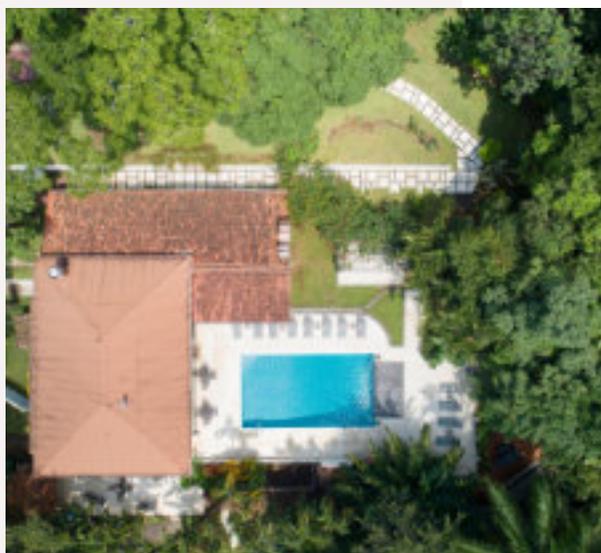
IMPORTANT INFORMATION

Opening Protocols - March 20, 2021

Villa San Ignacio and Pandora Restaurant will be open to guests with a hotel reservation starting on March 20, 2021. Pandora will be open to the general public at the beginning of 2021.

Upon reopening, we will be open for business every day of the week, welcoming guests from early check-ins to late at night. Pandora Restaurant will open from 07:00 until 21:30.

Our check-in process will be faster and with the least amount of physical contact possible. We will request that travel agencies send guest passport numbers and personal information ahead of time in order to speed up the process. By doing so, the guest will quickly receive room keys and useful information to enjoy our facilities. Guests must agree to the terms and regulations established at the hotel. Our front desk will always be available to answer questions, but we will minimize physical contact due to health concerns.



We have established thorough cleaning procedures in guest rooms. Housekeepers will follow specific protocols in order to effectively disinfect rooms, including the use of ozone equipment for a deep cleaning. Additionally, whenever occupancy and room rotation allows, we will quarantine rooms for 48 to 72 hours between guests visits - always making sure we are providing a safe environment for each guest. Guests can request or reject housekeeping services after each night of stay.

Our rooms are independent, private units. If an agency or group requests shared rooms for people who are not in the same social bubble, the agency will be in charge of the rooming and health protocols for non-family members sharing a room. On our part, we will continue to follow our cleaning and disinfecting protocols.

Pandora Restaurant offers a la carte service for breakfast, lunch, and dinner. Pandora is also following new cleaning and disinfecting protocols for tables, common areas, and restrooms. We will follow the recommended distances between tables, and the prevention

Hotel Villa San Ignacio CR. S.A

Hotel Villa San Ignacio

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Villa San Ignacio

HOTEL Y RESTAURANTE



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guidelines for our wait staff. Private tables will be available, located away from the main restaurant area. We also offer a private balcony table, a cabana table, called *Habana*, and picnic tables around Pandora's gardens.

The bar will continue to serve our drinks following stricter protocols. To follow current Health Codes, bar stools will not be available at the bar.

Amenities at the hotel will also follow the recommended stricter protocols. For example, board games and similar will be managed by front desk staff and will be disinfected between uses. The swimming pool will have a 12 person maximum capacity and pool chairs will also be disinfected between uses.

With our reopening planned for December 2020, we will be applying these new protocols and procedures one month in advance of opening. Our staff will undergo temperature checks at the beginning of each shift, and personal health protocols and occupational safety protocols will be followed on top of the current recommended guidelines against COVID-19.

Our 24/7 front desk staff will have all emergency numbers available, such as Red Cross, hospital and private clinic information in case guests require assistance.

For those staying with us, you can be assured that we will make your stay as safe as possible. All protocols will be followed in order to provide you with an overall pleasant and calm stay.