



COVID-19 SAFETY PROTOCOL

To curtail the spread of Covid-19 and to keep our guests and employees in an optimum well-being during this new normal, Arterra Hotel & Resort have adopted to these prescribed standards by the Department of Tourism as part of our new standard operating procedures.

Guest Handling:

1. Guests will complete a Health Declaration Form upon check-in.
2. Online payment is encouraged upon booking.
3. Body temperature checking using a thermal scanner at the hotel entrances shall be undertaken for all guests by trained hotel personnel.

Only guests cleared during screening shall be allowed to enter the hotel grounds to check-in. Those with fever and flu-like symptoms will not be allowed to enter the establishment and will be referred to the doctor on duty, to the nearest hospital, or to the Barangay Health Emergency Response Team (BHERT) in accordance with the DOH prescribed protocol.

4. Guests shall be advised to disinfect their shoes using sanitizing mats provided at the entrances.
5. Physical Distancing measures, hand hygiene, and respiratory etiquette will be observed when handling guests at the check-in counter.
6. Physical Distancing Guests will be provided with appropriate information on the prevailing disease, as well as the policies enforced by the establishment to reduce the risk and spread of the disease. Information materials on hand washing and respiratory etiquette, proper use of face mask, emergency contact numbers, among others, will be provided to guests.
7. Guests will be informed of the management policies on room occupancy, dining, and use of public areas imposed to ensure safety and reduce risk of infection. Physical distancing, wearing of face mask, proper handwashing / hand sanitizing practice will be emphasized.
8. Guests will not be escorted to their room after check in. Escorting may only be allowed following strict observance of physical distancing and in compliance with the health and safety protocols set by the DOH.
9. Guests will be provided with reminder cards, which include the following:
 - No sharing of food, drinks and any personal or non-personal belongings;

- Proper disposal of used PPE;
- Associating with other occupants are not encouraged;
- Practice of proper handwashing etiquette/hand hygiene, respiratory etiquette, and proper use of face mask; and
- Strict observance of Physical Distancing.

Reception and Concierge:

A. Reception Counter and Concierge:

1. Official up-to-date information will be available at the reception desk about travel to and from countries and/or other areas, including local destinations, that are identified by the Department of Health (DOH) as high-risk in spreading the virus or disease.
2. Emergency contact numbers of public health authorities, nearest hospital or medical center, and the DOH Assistance Center will be readily available in the reception desk.
3. The following medical kit and PPE will be readily available at the reception counter or desk:
 - a. Germicidal disinfectant or wipes for surface cleaning;
 - b. Face mask or face shield;
 - c. Biohazard disposable waste bag;
 - d. 70% solution alcohol or alcohol-based hand sanitizer;
 - e. Tissue paper, napkin, or paper towel; and
 - f. Disposable gloves
4. Other PPE that may be considered in the reception counter for emergency purposes are as follows:
 - a. Disposable protective apron
 - b. Disposable protective shoe covers
 - c. Full-length long-sleeved gown / protective clothing / coveralls
5. 70% solution alcohol, alcohol-based hand sanitizers and tissue paper/paper towel will also be available at the concierge.
6. A floor marker that allows one (1) meter distance between guests on queuing will be in place to ensure physical distancing.
7. Acrylic glass barrier will be set-up at the front desk for additional protection.
8. Contactless payment is highly encouraged.

B. Reception Desk Officer

1. Regular briefing and information on current and updated health crisis and simulation of pertinent security and safety measures for reception desk staff will be conducted.
2. Precautionary measures, including Physical Distancing, hand cleaning, and respiratory etiquette will be strictly observed.

3. Front desk personnel will be familiar with room occupancy policy for accompanying persons in the event of a suspected case.
4. Front desk personnel attending to guests will wear face masks. Disposable gloves will be used when handling cash or documents, and/or materials that are passed from person to person. Contactless process at the front desk is highly encouraged.
5. All staff extending guest assistance that requires physical contact (e.g. wheelchair, bell service) will wear proper PPE, such as face mask and gloves, whenever necessary.
6. Hand-shaking is not advised, the practice of Filipino Brand of Service (FBS) or the “*Mabuhay* Gesture” in greeting and receiving guests, as well as other forms of contactless greeting, is highly encouraged.

Rooms and Housekeeping:

A. Room Occupancy Policy

1. Only single up to double room occupancy is allowed. Couples or family members who share the same household may be allowed in double or twin occupancy rooms. A distance of 1 to 2 meters between the beds is highly encouraged.
2. Room transfers may be allowed when necessary.
3. Sanitation kit will be provided for each guest which may include 70% solution alcohol or alcohol-based sanitizers, face masks, disposable gloves, and rags.
4. Bathroom amenities will be regularly provided for each guest.
5. Trash bins will be provided inside the guest room. A separate trash bag or bin intended for used PPE such as face mask, gloves and other sanitation waste materials will be provided.
5. Rooms will be set up to allow convenient in-room dining for guests.
6. Room turndown service is highly discouraged.

B. Housekeeping Staff

1. Housekeeping staff are trained in the proper use of disinfectants or sanitizing solutions and provided with appropriate PPE such as face masks, gloves, disposable gown/ coverall and closed shoes.
2. Housekeeping staff will use PPE such as disposable gloves, eye protection gear (goggles) and face masks, when cleaning guest rooms and other common areas.
3. When cleaning rooms used by a suspected infected person, housekeeping staff will use additional protective equipment, such as disposable or washable coverall and protective shoe covers in accordance with DOH guidelines for disinfection processes.
4. Used PPE will be removed and disposed or washed using standard disinfection control measures in accordance with the guidelines issued by DOH.

5. After routine disinfection and decontamination of a guestroom, housekeeping staff will wash hands thoroughly with soap and water or alcohol-based hand sanitizers as recommended by DOH.
6. If doing cleaning that generates splashes while washing surfaces, cleaning staff will use facial protection or face shield and waterproof aprons.
7. Housekeeping staff will change work clothes before going home. Proper handling of work clothes in the establishment will be in place.
8. Frequent sanitation of high touched surfaces in guestrooms and public areas using the prescribed sanitizing solutions by the DOH or WHO will be conducted.

C. Room Decontamination:

1. Room occupancy per floor will be established taking into consideration proper spacing and Physical Distancing.
2. The establishment will ensure prompt action to clean rooms after each use of guest/s. It will be a standard procedure to sanitize rooms right after check-out.
3. Before accepting a new guest or occupant, rooms will remain empty for a certain period, depending on the disinfecting technology or materials being used.
4. Disinfection of rooms and surfaces will be conducted every after guests check out. This includes disinfection of furniture, appliances, flooring, and panes using bleach solution or any approved disinfecting agent.
5. Thorough disinfection of rooms and common areas using enhanced technologies at least once every two (2) weeks.
6. Minibars and other complimentary in-room food and beverage, except bottled water, are discouraged.

D. Linen Decontamination Procedure in accordance with DOH Guidelines:

1. Used linen and other washable items will be handled as little as possible with minimal agitation to prevent possible contamination of the handler or the environment.
2. For in-house laundry, linen and other washable items will be soaked using appropriate disinfecting solution for at least fifteen (15) minutes.
3. If the room was used by a suspected infected person, all washable items such as bedsheets, blankets, pillowcases, and towels will be placed in a separate disposal bag and washed separately using hot water (70-80°C).
4. Non-washable items including mattresses and pillows will be wiped with diluted bleach solution or any approved disinfecting agent.
5. Disposable gloves and mask will be used when handling and segregating soiled linen to appropriately designed bins. Used bins will be sanitized after every use.
6. All items for disposal will be disposed in sealed bags immediately.

Food and Beverage (F&B) Service:

1. Restaurants, dining areas, and other F&B personnel will strictly observe proper hygiene at all times.
2. Guests will be reminded to disinfect their hands with alcohol-based hand sanitizer or 70% solution alcohol located at the reception counter upon entering and leaving the vicinity.

3. Self-service station set up for guests at the dining area is highly discouraged. All food and beverages will be served by restaurant crew or personnel.
4. Buffet services and room service is highly discouraged.
5. Serving of individually-packed meals using biodegradable packaging is encouraged.
6. In lieu of room service, grab-and-go station (where guests can pick-up their breakfast or ordered food) will be made available. Grab-and-go stations will be sanitized regularly every after use.
7. Banquet tables that can accommodate ten (10) guests will accommodate only five (5) guests. Tables shall be arranged such that the distance from the back of one chair to the back of another chair shall be more than 1 meter apart and the guests face each other from a distance of at least 1 meter.
8. Function venues will be disinfected during break time or after every meeting or event.
9. Function venues will have limited capacities to ensure physical distancing.
10. Restaurants and other dining facilities will be mindful of the direction of the airflow in arranging tables to avoid droplet transmission prompted by air-conditioned ventilation.

Kitchen Sanitation and Disinfection:

1. A separate handwashing area for kitchen staff will be provided or installed. Kitchen staff will wash hands (including fingernails) up to the forearms thoroughly with warm water and soap as often as necessary.
2. Kitchen staff will wear face shields when handling food. Hands and exposed portions of arms will be washed before any food preparation or packaging. Food handlers will use proper PPE to avoid contamination.
3. Use of bare hands will be minimized by using utensils, gloves, or tongs especially when preparing or packing ready-to-eat foods.
4. Kitchen staff will ensure that clean and sanitized cloths, towels, linens, aprons, and mop heads are used at appropriate intervals during the work period.
5. Kitchen staff will be provided with PPE such as face masks, disposable gloves, hairnets, clean overalls, and slip reduction work shoes.
6. All dishes, silverwares, and glassware will be washed and disinfected, including items that have not been used, as they might have been in contact with the hands of the guest or staff.
7. Kitchen surfaces will be properly cleaned and sanitized after every use.
8. All food contact surfaces, equipment and utensils will be washed, sanitized and rinsed before each use to avoid contamination.
9. All food and equipment storage areas will be kept free of rodents and insects to prevent contamination.
10. Food will be protected from dirt, pests, unnecessary handling, droplet contamination, overhead leakage, or other environmental sources of contamination.

Public Areas:

A. General Common Areas

1. Sanitizing mats will be available at all entry points.

2. Cleaning and disinfection measures in common areas (e.g. lobby, restrooms, halls, corridors, elevators, etc.) will be applied as a general preventive measure. Special attention will be given to objects that are frequently touched such as elevator button, handles, handrails, switches, doorknobs, kitchen surfaces, etc.
3. Physical Distancing will be strictly observed when using elevators. Only 50% of the maximum capacity is recommended to avoid physical contact. Placing of floor markers to delineate physical distancing is likewise encouraged.
4. All general facilities and all furnishings will be cleaned, disinfected, and wiped at least once daily.
5. Sanitation stations will be set up within the workplace and areas frequented by customers and guests.
6. Trash bins will be available and accessible in all areas of the establishment. These will be sanitized every after disposal or trash collection.
7. Information, Education, and Communication (IEC) materials on proper handwashing, respiratory etiquette, and proper use of face mask will be posted in conspicuous areas, particularly at the restrooms and other wash areas.
8. Placement of signs reminding guests and general public to minimize touching of surfaces in public areas.

B. Toilets and Restrooms

1. Adequate supply of soaps, alcohol-based hand sanitizer, toilet paper and paper towels in the restrooms will be ensured.
2. Hand-washing and toilet flushing facilities will be functional at all times, including adequate supply of clean water.
3. Toilets and restrooms will be cleaned and sanitized regularly every two (2) hours.

C. Recreational Areas

Recreational areas or facilities such as gym, sports facilities, and swimming pool, will be allowed but with strict observance of DOH prescribed Minimum Public Health Standards under IATF quarantine status. In any case, special cleaning and disinfection protocols will be applied to these facilities.

Hotel Transport Service:

1. Standard passenger capacity of each type of vehicle will be decreased or reduced by 50% or one (1) seat apart.
2. Hotel transport vehicles will comply with the Social Distancing and Passenger Limit Guidelines set by the Department of Transportation (DOTr) to avoid possible contact:
 - Car / Sedan – No passenger seated beside the driver. Two passengers at the back row with one seat apart. No more than three (3) passengers, including the driver.
 - Vans – Only two (2) passengers per row are allowed. A waterproof transparent barrier between the driver and the passengers will be installed.
3. Hotel service vehicle amenities will include basic first-aid and sanitation kits, which includes face mask, gloves, 70% solution alcohol or alcohol-based hand sanitizer, tissue paper, and disposable wet wipes instead of wet and warm towels.
4. Hotel transport vehicles will be sanitized and disinfected after every use.

5. The service vehicle will have a separate trash bag for all used gloves, face masks, PPE, wet wipes and other sanitation items for disposal used by the passengers.
6. The driver of the service vehicle will practice proper handwashing and wearing of face mask, gloves and other applicable protective equipment to prevent contamination.
7. The driver of the service vehicle will remove and dispose the worn gloves and other items that might have been contaminated before entering the vehicle.
8. The trash bag should be disposed immediately upon arrival at the destination until return to point of origin. Proper disposal procedures of the trash bag should be strictly implemented.

Engineering and Maintenance Services:

1. The concentration of disinfectant in water for consumption, and swimming pools, recommended based on international standards, will be regularly maintained.
2. All dishwashing equipment will be maintained in good working condition at all times.
3. The condition of the filters will be regularly monitored and the proper replacement rate of indoor air will be maintained. If possible, external windows are kept open to allow natural ventilation, or the Mechanical Ventilation and Air Conditioning System (MVAC) be adjusted to improve indoor ventilation.
4. Liquid soap and disinfectant solution dispensers, hand dryers, disposable tissue dispensers, and other similar devices will be properly maintained.
5. Engineering and Maintenance Department will ensure that all kitchen equipment (freezers, chillers, dishwashing machines, etc.), and air-conditioning units are in good working condition.