



BODHI TREE

— YOGA RESORT —



In order to prevent the spread of the COVID-19 and to maximize the safety of our guests and employees, we made this protocol. We follow the guidelines as stipulated by the Ministerio de Salud Pública (MSP) & Instituto Costarricense de Turismo (ICT)

### General Guidelines

- All employees are familiar with this protocol and have to follow the guidelines.
- All staff members are monitored carefully and proactively through temperature checks for symptoms related to COVID-19 regularly and any employee under the slightest suspicion will not be allowed on the hotel grounds and sent to testing immediately. Employees that show symptoms (fever, a cold) will not come to work.
- All staff is required to respond fast and report to health officials when in doubt about a possible COVID-19 infection of themselves or others (including guests).
- Staff areas and all back of the house are cleaned and sanitized regularly and thoroughly. All staff members have access to handwashing and hand sanitizing as well as protective equipment if applicable.
- All staff and guests will maintain a distance of 6 feet (1.8 Meters) wherever possible, especially in common areas such as the restaurant, pools, juice bar, bathrooms, etc.
- We expect our guests to disinfect their hands as soon as they enter our premises. The temperature will be monitored upon arrival.
- Sanitizing stations will be located throughout the hotel.
- We kindly ask our guests to fulfill payments by debit- or credit card. In case a guest wishes to pay in cash, our employees will wear gloves in order to process the payment.
- Clean and disinfect public areas with high-touch and high-traffic areas hourly and thoroughly.

- Strict hygiene measures such as frequent hand washing with antibacterial soap are implemented for all staff according to our health and safety protocols.
- Disinfection stations with alcohol gel and disinfectant spray are set up in public areas, and staff areas.
- The hand towels in the bathrooms have been replaced with paper towels. We use hand towels because they are more environmentally friendly, but while the coronavirus is a concern, we will be replacing these towels temporarily with paper towels.
- Labeling invisible spaces of the protocols of coughing, sneezing, washing of hands, other ways of greeting, and not touching your face will be posted throughout the hotel.

#### Front desk

1. The set-up at the reception is such that a distance of 1.8 meters is kept between staff and guests.
2. It is mandatory that all guests wear face masks while spending time in common areas.
3. All room keys will be disinfected before check-in and after check out.
4. We minimize physical touchpoints and keep the exchange of any items between guests and staff to an absolute minimum (check-in, payment, amenities, etc.)
5. All the information that is required to do check-in will be requested prior to arrival through the retreat leader.
6. We are encouraging our guests to book spa services, spin classes, gym appointment, surf lessons, and off-site activities via e-mail [frontdesk@bodhitreeyogaresort.com](mailto:frontdesk@bodhitreeyogaresort.com) [spa@bodhitreeyogaresort.com](mailto:spa@bodhitreeyogaresort.com) [surf@bodhitreeyogaresort.com](mailto:surf@bodhitreeyogaresort.com) or via WhatsApp Frontdesk (506) 8674-3955 and Spa (506)8426-6677
7. The transportation companies that we use are required to follow the guidelines as stipulated by the Ministerio de Salud Publica (MSP ) & Instituto Costarricense de Turismo ( ICT ). Cleaning and disinfection of each vehicle after each trip; and areas of constant use such as handles, railings, belts, etc. The mandatory use of a mask for



both the driver and each of the occupants of the vehicle promotes natural ventilation, disinfection of equipment.

8. The handling of passenger luggage should be done with appropriate PPE, such as the luggage handler wearing gloves. We are encouraging our guests to carry their own luggage to minimize contact.

### Food & Beverage

1. All guests should keep at least 1.8 meters distance from each other. A host will be available for any questions, and to help guests in our restaurant area in case it is needed.
2. The tables in the restaurant are placed keeping the distance from each other and guests need to seat keeping distance as well as ordered by the Ministerio de Salud.
3. Guests are expected to disinfect their hands at the entrance before seating at their table.
4. All Food and Beverage staff will be required to wash their hands regularly, in line with the guidelines as set out by the Ministerio de Salud
5. Surfaces will be disinfected after each use.
6. There will be servers at each station of the buffet area to keep minimum contact.
7. Guests will be responsible for dropping their dishes at a specific station after finishing their meal.

### Housekeeping

1. All housekeeping employees will wear masks and gloves while cleaning the rooms.
2. Rooms are thoroughly cleaned, following the Ministerio de Salud guidelines. All contact surfaces will be disinfected after each stay or at guests' request.
3. Laundry protocols following guidelines of the Ministerio de Salud.



4. The frequency of cleaning and disinfection will be recorded in a log as required by the government.
5. The air-conditioned filters will be cleaned after each guest stay.
6. The frequency of cleaning the studio areas and restrooms has been increased. This includes wiping down all surfaces and high touch areas with Anti Viral disinfectant, including doors - outdoor and indoor, light switches, etc.

#### Yoga - Gym -Spinning -Spa - Surf

1. We are encouraging our guests to book spa services, spin classes, gym appointment, surf lessons, and off-site activities via e-mail [frontdesk@bodhitreeyogaresort.com](mailto:frontdesk@bodhitreeyogaresort.com) [spa@bodhitreeyogaresort.com](mailto:spa@bodhitreeyogaresort.com) [surf@bodhitreeyogaresort.com](mailto:surf@bodhitreeyogaresort.com) or via WhatsApp Frontdesk (506) 8674-3955 and Spa (506)8426-6677
2. Participants should keep a safe 1.8 meters distance, following the Ministerio de Salud rules, a maximum number of people are allowed to ensure adequate physical distancing depending on the activity for example Spin classes and Gym time.
3. The use of masks is required by Ministerio de Salud regulations at all times while in public areas.
4. Sanitizing stations can be found throughout the hotel.
5. There will be a specific station to drop off the beach and pool towels after use for laundering
6. All activity areas will be cleaned and disinfected hourly.



## Yoga Shalas

1. Each group will be assigned with a yoga studio for the whole stay
2. Each guest will have a set of props for personal use during the whole stay. Tags will be available in the studio
3. Sanitizing stations will be placed in each studio. Guests are responsible for cleaning the props and leaving the space organized.