



PREVENTIVE MEASURES COVID-19

Dear Friends,

Herewith, we would like to inform you about the preventive measures that our Property Hacienda Tres Lagos and Parador Austral lodge will use due to COVID-19 in our next upcoming Season 2020-2021., with the purpose assuring our guests, trust and confidence that we will count with all the sanitary measures during their stay.

It is important to highlight that since the beginning of the first cases of Covid-19 infection, only 7 cases have been registered in the Aysén Region, (Source: MINSAL as of May 02, 2020) corresponding to 0.04% in relation to total of Chile, so we can be even more confident that it is a Region practically without contagions.

- 1. Hacienda Tres Lagos y Parador Austral Lodge have plenty of natural light, good ventilation and air circulation. Thanks to the architectural design and the large number of hectares that comprise both Properties, all our rooms, bungalows, Suites and Cabins are separated from each other, allowing our guests to be comfortable and safe.**
- 2. A complete sanitization process will be carried out in all rooms, including door handles, closets and windows, as well as bathrooms and taps.**
- 3. At the Entrance of each room and in public areas there will be an Alcohol Gel Atomizer for hands, surfaces and tables, as well as chlorine water solution for shoes.**
- 4. The disinfection protocol for public areas will be implemented daily and several times a day, in order to keep the areas clean and sanitized.**
- 5. All our staff in both properties will comply with the protocol of using masks and gloves for the care of all our guests. Likewise, the use of masks will be required of all our guests during their transit through the different public areas.**
- 6. The buffet breakfast service will have acrylic protector and guests will be able to select what they want and the waiter will take them to each table to avoid food manipulation.**



7. There is also a strict protocol regarding sanitation in the kitchen, food warehouses, freezers to avoid any risk of contagion from handling.

Notwithstanding, other measures dictated by the “*Seremi de Salud*” (Official Health Organism) may be added later, once the Tourist activity is launched again.

We would like once again to make our guests feel at home, away from the crowds and pollution of the big cities where they can enjoy a real rest and nourish themselves with the most beautiful and idyllic landscapes that our Chilean nature gives us.

“Self-care depends on each of us, let's be responsible”

Our Warm Regards,

Hacienda Tres lagos / Parador Austral Lodge

May, 2020.