



VILA KALANGO  
JERICOCOARA - CEARÁ

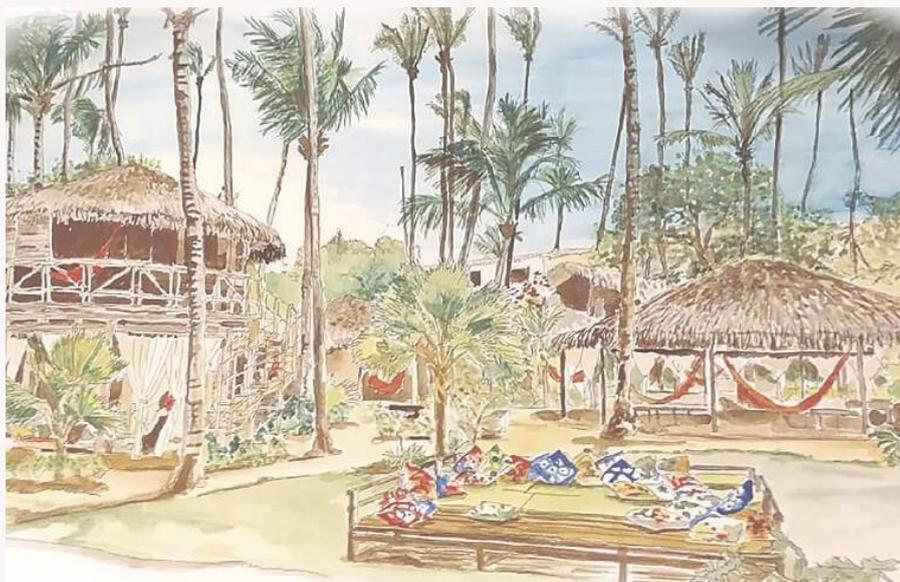
## Procedures and Guidelines for Infection Prevention of Coronavirus (COVID-19)

To host is to engage in an endless practice of empathy. We learn intensively when we put ourselves in your place. This strengthens and deepens our relationship.

With the same commitment – to make you feel satisfied with our accommodations and services – we are preparing ourselves to open the doors to a new era, adapting to a new normal. The hospitality is the same, learned with the natives, and our appreciation and care for you now include double protection.

These are the protocols that we have adopted thinking about you, to welcome you, according to the safety guidelines from the Ministry of Health of Brazil. This moment demands a strong and united team.

And that is exactly who we are!





## Accommodation



We have improved our cleaning and hygiene services at every level.



The check-in and check-out procedures will be fully online and must respect social distancing rules between guests and staff at our front desk.



Measurements of body temperatures will take place at every check-in as well as during the guest's stay. In case of a fever, the guest will be redirected to an Emergency Care Unit (UPA) in Jericoacoara, and if necessary, isolated.



We will place disinfectant mats made with chlorine-based substances at the entrance of our hotel to disinfect shoes.



After checking-in, guests will clean their hands with hand sanitizer or will be directed to a restroom to wash their hands with water and soap. The baggage will go through a cleaning and disinfecting protocol before taken to the guest's room.



70%+ alcohol hand sanitizers will be available in every area of the hotel. Masks will be distributed for guests in need of such.



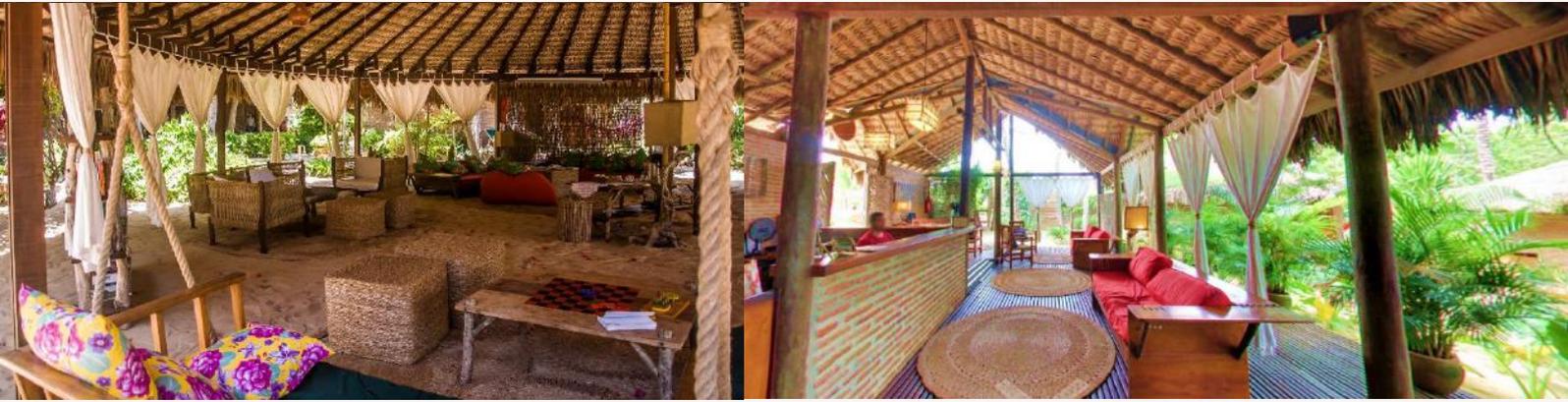
The daily cleaning routine of our hotel rooms will follow all safety guidelines, with windows and doors open for an effective ventilation of our accommodations.



Our laundry services will follow a rigorous process of disinfecting bedding and towels after every guest.



The filter of the air conditioning units will be cleaned after each change of accommodation.



## Common Spaces

The wind continues to be in our favor during this time, just like our great outdoor spaces.



Only guests who are wearing masks will be allowed to stay in our common spaces. Guests must follow the social distancing protocols recommended while using these areas.



The procedures for cleaning and disinfecting these common spaces will be intensified by the use of 70%+ alcohol hand sanitizer, with our staff wearing masks at all times. We will modify some items in our hotel's structure and logistics to facilitate this process.



The pool area will go through an intense cleaning process regularly. Chairs and sun loungers will keep a distance of 1.5 m in between.



Our third-party supplies, such as Luma Espaço Relaxante (SPA) and the School Ticowind Jeri, will also follow the same safety and hygiene protocols.



As our guests return to the hotel, we will ask them to go through the entire safety and hygiene protocols again before entering and having contact with other guests in the hotel.



## Food and Drinks



Restaurants and bars will operate with a wider distance between tables. There will be full cleaning of tables, chairs, utensils after every use.



The meals in the buffet system, including breakfast, will be substituted by a service with guest reservations and a predefined menu which.



Every food and product will go through a specific cleaning and disinfecting process, and the meals and drinks will be prepared and handled by our collaborators, following safety and control protocols.



We will substitute our physical menus by smaller versions that will be displayed on plaques and online versions that can be accessed by scanning the QR code or sent by Whatsapp.



## Collaborators



Our team will go through daily monitoring of body temperature and other infection symptoms, using the individual protection equipment (EPI's) needed in the work environment, beyond constantly cleaning and sanitizing their hands.



Our partners will go through a daily hygiene protocol upon arrival at the hotel as well as will be directed to go through procedures regarding social distancing, food control and safety, and cleaning.



The receptionist will keep in touch with guests through Whatsapp or with a physical distance of at least 1.5 m.



As a preventive and safety measure, in order to avoid unnecessary exposures, we carried out the COVID-19 test on all our employees, to resume activities.



## Tours and Airport Shuttle Services

We incentivize individual outdoor tours that follow social distancing guidelines. For both traditional tours and transfer services, our tourism partners will be advised to:



Clean and disinfect vehicles before beginning tours, airport-hotel shuttles (vice versa), or Jeri-Preá travels (vice versa).



Use masks and wash hands frequently. Have 70%+ alcohol hand sanitizer at hand.



Meals during tours and rides must be served and consumed in establishments that follow minimal safety and cleaning procedures, avoiding mass gatherings.



The shuttles available by the hotel for the Jeri-Preá travels (vice versa) will have their capacity reduced per vehicle, respecting the minimal distance necessary between passengers. All passengers will need to wear masks during rides. Upon arrival at the other hotel, guests must follow all safety and cleaning guidelines from our team.



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*We can't wait to welcome you to our oasis!*



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