

# Caribbean Casa Blanca Xcalak

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## Welcome to Caribbean Casa Blanca Xcalak!

### COVID SAFETY

CCB cares about the health of its guests and employees. For this reason, we follow the protocols to ensure a safe stay and avoid as much as possible the spread of COVID 19. We have the great advantage of having large private terraces and spacious common areas to make safe distance easy.

### Reception at CCB:

- Please arrive by the beach entrance, ring the bell on the gate, and the parking area will be shown to you, once you enter:)
- To facilitate your entrance to the hotel, we inform you that the parking lot is on the north side of the hotel and the stairs to the apartments are on the south side. We recommend leaving your luggage near the stairs before parking.
- The check-in will take place on the open terrace of your apartment. There you will be given the keys and general instructions.

Although from now on, with this document, we offer you the main instructions that must be taken into account so that your stay is perfect even when the distance is fulfilled.

## **Please follow the following regulations that prevent the spread of Covid-19:**

- When entering and leaving CCB please wear your masks. All guests will have their body temperature taken and will be offered disinfectant gel. If you have any of the symptoms of COVID (high temperature, flu, headaches etc.), please do not show up, contact us to renegotiate your reservation.
- Safe distance will be maintained (minimum of 1.5 m distance between people).
- CCB employees will wear masks during all interactions with guests.
- Use of masks is required when entering CCB, transiting in town, when interacting directly with hotel employees, sharing common areas with other guests, and when leaving the hotel.
- Use of masks is not required in your apartment, private terrace and when your group is alone in common areas (garden/patio and rooftop).
- We recommend washing your hands frequently with soap and water and to use hand sanitizer every time you go upstairs or downstairs (available on all floors).
- Disinfect your shoes on the disinfectant mat with chlorine solution every time you enter or leave the hotel (located on the staircase).
- There is an outdoor shower for rinsing sand off feet and body :)
- If someone should become ill during their stay at the BCC, confinement within the room until they leave the hotel will be required. Neither should anyone else enter that room. Waste is placed in a double-bagged container.

## **Cleaning services:**

- Common areas are cleaned and disinfected daily.
- Due to the current situation, we do not offer daily cleaning service. You have cleaning tools and disinfectant solutions (soap, detergent, vinegar and chlorine) in your apartment. You also have waste baskets and the necessary bags for them.
- The community of Xcalak has a recycling project (cardboard - tetrapak, plastics, aluminum, glass), you can contribute. To do this, place any of these materials (pre-washed) in a bag exclusively for them located in the kitchen of each level.

- If you require the garbage to be removed, please gather it all in one bag and let the hosts know to look for it on the terrace of your apartment.

- At CCB we use vegetable and fruit waste as fertilizer for our small garden and food for our lovely chickens. You can contribute by placing this material in the compost container and taking it out daily to the stairs where it will be returned clean.

**Food and beverage services:**

We have a menu of food and beverages, which are prepared with strict hygiene.

**Other:**

-There is an outdoor shower for rinsing sand off feet and body :)

It is recommended that you use the Whatsapp (+52 983 117 5863) as a way to communicate to your hosts any needs you may have.

Thank you!