



OPERATIONAL PLAN DUE TO COVID-19

DOS LUNAS AIRPORT BED & BREAKFAST GUATEMALA CITY

Dear Guest:

Dos Lunas is happy to announce that after more than 6 months locked down due to Covid-19, International Airport La Aurora is scheduled to reopen on the 18th of September, 2020.

To ensure a safe experience to our International Visitors, **we will temporarily reduce the amount of guests in the house**, except when groups are coming. The entire house and facilities per area will be for the group only, with no more guests in the same area.

Until further notice, all rooms will be rented as private rooms with private baths.

Not all rooms are ensuite, but the "**non ensuite**" rooms will have one bathroom/shower of the shared facilities as private. Rooms and bathrooms can be shared between the same family or group of friends that made a reservation. Please book directly if possible at hoteldosluna@gmail.com

Dos Lunas is divided in three areas:

AREA 1 MAIN HOUSE

ENTRANCE LOBBY/RECEPTION/6 ROOMS (50% occupation except if it is for groups)

AREA 2 BACK AREA

BREAKFAST ROOM/2 ROOMS

AREA 3 GARDEN AREA

PRIVATE ROOM ENSUITE/DINING AREA

ROOM PRICES (Room can be paid in USD, EUR or GTQ)

- *SINGLE ROOM, ENSUITE **USD34.00***
- *DOUBLE ROOM, ENSUITE **USD43.00***
- *SINGLE ROOM, NON ENSUITE/PRIVATE **USD30.00***
- *DOUBLE ROOM, NON ENSUITE/PRIVATE **USD20.00 PER PERSON.***
- *TRIPLE ROOM, NON ENSUITE/PRIVATE **USD20.00 PER PERSON.***

(TAXES INCLUDED).

****NOTE:** *Small or large groups will have the same prices as published in our website.*

www.hoteldoslunas.com

IMPORTANT INFORMATION: If you arrive by land, please keep in mind that we are in a gated neighborhood and our address will be required at the entrance to let you in. Driver must show a valid ID. Our address is:

DOS LUNAS: 21 CALLE 10-92, ZONA 13, AURORA 2. TEL 22614248

AIRPORT TRANSPORTATION

Our free of charge **R/T AIRPORT TRANSPORTATION** is available but we will provide separated transportation if two or more guests are arriving in the same flight, unless they are traveling together. (including groups). Same apply for drop offs.

Transportation Protocol

- **Guests will need to sit in the back seats only. The driver will wear a mask all the time.**
- **and there will be hand sanitizer gel available. The car will be sprayed after each guest. gets out of the car. We kindly request our guests to wear masks.**

BREAKFAST AND DINNER

Complimentary breakfast is available from 830 am and this time there are a few areas where the guests can sit keeping their distance. Early breakfast box is available for an extra cost upon request.

Dinner is available from 5 pm. until 10 pm. and we also have enough areas where our guests can enjoy dinner and keep their distance.

You are free to order delivery food but we do not recommend it, as the American Embassy issued a warning against delivery services. Delivery guys cannot access the house. <https://gt.usembassy.gov/health-alert-increased-reports-of-suspicious-activity-associated-with-delivery-drivers/>



(Guests from Austria, Sweden and Canada traveling together before repatriation)

F&B Protocol

- **Implementation of physical distance for seating distribution and gathering size.**
- **Disinfecting tables and chairs immediately after the guest has left.**
- **Implementation of physical distancing through table spacing and guest seating.**

OUR NEW SERVICES



- **GOURMET PRODUCTS**

For your convenience, we have a small gourmet store in the house.

We sell imported cheese from Europe, Spanish wine, and premium European and Guatemalan products!!

- **PRIVATE TRANSPORTATION**

Especially for our senior guests, private transportation is available to your next destination in Guatemala City and to Antigua. Private and safe transportation is also available with reliable partners, to Antigua and around, Lake Atitlan, Quetzaltenango, Chichicastenango, Monterrico, Rio Dulce.



- **SENIOR CONCIERGE SERVICE**

If a senior expat or traveler needs to do some arrangements in Guatemala city, we can assist! Medical appointments, embassy, immigration, bank, shopping, etc. Bilingual staff, comfortable vehicle. Prices are per hour, half day, full day.



COVID-19 PROTOCOL

REBUILDING TRUST AND CONFIDENCE

Through transparency and communication with our guests, new health & hygiene safety protocols are implemented in the house as follows:

IN HOUSE PROTOCOL

- Temperature checks are required by legislation.
- Social distance, Including the reception area.
- Recommended use of face masks for as long as required as per risk-based approach.
- Implement physical distance for seating distribution and gathering size.
- Recommend guests to travel with their own refillable water bottles in areas where there is safe drinking water.
- Individual sealed water bottles are available for a cost, as an alternative, and can be refilled as much as our guests wish.
- Hand sanitizer gel dispensers are available in all the areas of the house. Antibacterial soap is available in the bathrooms.
- Guests can pay online with an **extra fee** if they prefer not to use cash. We will still accept USD, EUR, GTQ and we exchange money.
- The use of masks and gloves as recommended by local health authorities.

ROOMS AND COMMON AREAS PROTOCOL

- Increase cleaning and disinfection frequency.
- We always use bleach to wash all the linen.
- Linen, towels, etc. are changed and washed every day.
- Pillows are exchanged every day after use, with a distance of 2 days in between, and they are sprayed with Lysol or equivalent.
- Floor, toilets, showers, door openers, keys etc. are cleaned with a mix of bleach and Lysol or equivalent.
- Doors and windows are open for several hours to air the rooms.
- Guests should not put their luggage on top of the beds.

PROTOCOL FOR VISITORS: (Non staying guests)

- For the moment, visitors are not allowed inside the house and not allowed in the rooms.
- Bathroom facilities are **NOT** available for non staying guests.
- Walk- in reservations are subjected to availability, we recommend to book ahead.

The world has changed, but not our service and hospitality. With your help, we will continue to be a reliable and responsible place to stay, once you arrive or take off from Guatemala City International Airport.

If you have any question or request, please email us at hoteldoslunas@gmail.com
Or call us at +502 2261-4248

Your hosts,

Henk and Lorena Bleker
DOS LUNAS AIRPORT BED & BREAKFAST
GUATEMALA CITY
www.hoteldoslunas.com



RELATED LINKS

<https://gt.usembassy.gov/message-to-u-s-citizens-ongoing-government-of-guatemala-restrictions-in-response-to-covid-19/>

<https://gt.usembassy.gov/alert-covid-19-2/>

<https://tablerocovid.mspas.gob.gt/>

<https://covid19.gob.gt/tablero.html>

<http://www.inguat.gob.gt/index.php/documentos/guias-de-buenas-practicas-sanitarias-para-el-sector-turistico>

<http://www.inguat.gob.gt/index.php/prensa/noticias-coronavirus>

<http://www.dgac.gob.gt/index.php>



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