

SAFE AND FLEXIBLE TRAVEL WITH MASAYA

BIOSECURITY PROTOCOLS

Because your safety and our staff's one is our top priority.

During those months, the entire Masaya team has worked tirelessly to develop and implement very strict biosecurity protocols, in order to receive our travelers in total safety, by ensuring social distancing and by reinforcing our cleaning procedures. Here you can find all the biosecurity measures that we have implemented for you:

FLEXIBLE BOOKING



Book your stay at www.masaya-experience.com and enjoy our flexible rates that allow you to modify or even cancel your stay up to 24h before your arrival 100% free.

SAFE ADMISSION & CHECK-IN



- Disinfection process upon admission: hands, shoes and luggage
- Mandatory use of mask for all
- Mandatory temperature measurement upon admission



- Included sanitary kit with a mask and disinfectant
- Web Check-In available



- Health recording upon admission
- Optional WhatsApp contact with our staff
- Preferred Credit or debit card payment



PRIVATE ROOMS & DORMS

- Reinforced cleaning and disinfection process in all rooms
- Removal of some decorative objects to facilitate cleaning and disinfection processes
- Optional cleaning during the stay according to the client's wishes
- Each room will stay unoccupied at least 24 hours between two stays
- Physical distancing: we have made the decision that the dorms will only be available privately to avoid contact between travelers who don't travel as a group



SOCIAL AREAS



- Strict cleaning and disinfection protocols 3 times a day in common areas
- Deep disinfection with virucidal spraying in high contact areas
- Community kitchen with limited access



- Activities and events only available when physical distancing is guaranteed
- Disinfection spots in all our social areas
- Physical distancing of 2 meters required in social areas
- Furniture reorganization to limit capacity in common areas



- Swimming pools and Jacuzzis at 50% capacity max
- Mandatory use of mask in common areas



BAR & RESTAURANT

- Capacity limited to 30% for both bar and restaurant
- Specific hours for breakfasts and dinners
- Tables organized with a minimum of 2 meters separation
- Menus available via QR code
- Breakfast changed from buffet to "à la carte"
- Reinforcement of food and beverage preparation protocols
- Continuous disinfection of food preparation spaces
- Usage of gloves and mask during food and drink preparation



A TRAINED AND CONSCIOUS TEAM



- Temperature measurement for all employees at entry and exit
- Strict Covid-19 biosafety protocols training



- Mandatory use of masks and Personal Protective Equipment at all times
- Disinfection material always available
- Constant cleaning of work areas and customer service



- Use of full biosafety suit for cleaning staff
- Complete disinfection of work equipment & PPE after each shift

