



The Singular Hotels: Reinforcement of our cleanliness and hygiene standards + new safety & health measures.

In the **COVID-19 Era**, our **cleaning and hygiene standards** are reinforced 100% along with **new sanitation, hygiene and social distancing protocols** that will be implemented to preserve the health and safety of our guests, clients, and employees, who are our **priority**.

As a part of **Leading Hotels of the world**, our properties have been re-conditioned under the highest **hygiene and health standards** outlined in the **Safe Stay Assurance** protocol, implemented in more than 400 hotels worldwide.

Partnering with the cleaning world-leading expert



Safe and responsible tourism

Below is a description of some of the preventative measures we have implemented so guests and clients can feel confident when staying at The Singular Hotels.



PRIOR TO ARRIVAL: Personal information will be requested to each guest before arrival in order to reduce contact and time at the front desk. Safety, hygiene and procedures established in **THE SINGULAR CLEANLINESS COMMITMENT**, will be delivered to the guests at time of booking and then again at arrival (paper or digitally through QR code access), so that they are very clear on what is expected of them for their own safety and to also understand the mandatory requirements and latest measures directed by the [Chilean Health Authorities](#).



1. TRANSFERS: Vehicles are completely sanitized before and after each transfer. Mandatory use of masks. Guests are assigned with individual seats. Vehicles are equipped with cleaning kits as well. Maximum Capacity of 4 people in a SUV and 2 people in a Sedan. In case of a larger number of guests traveling together, distribution will be reviewed.

4 max.



Prevention Measures implemented to Transfers and Excursions apply to services offered at The Singular Patagonia only.



2. FLOOR SANITIZER for shoe disinfection of anybody before entering our properties and vehicles.



3. MANDATORY SANITATION AREA: Every guest and visitor to the hotel will go through the following mandatory procedures before entering the hotel: hand sanitization, mask application, temperature controls, and disinfection of luggage with potent disinfectant quaternary ammonium compound.*

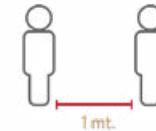
*A high-power disinfectant sprayer able to counter all kinds of viruses and that is applicable to all kinds of surfaces. It's harmless to humans if ingested in minimal particles by mouth, nose, eyes, skin. Information on Ingredients: Alkyl dimethyl benzyl ammonium chloride (C12- C18), Alkyl (68% C12, 32% C14) dimethyl ethylbenzyl ammonium chloride.



4. A PROTECTIVE SCREEN on each of our desks and vehicles to help curtail spread of the virus while checking in/out or assisting our guests.



5. HANDS SANITIZER AND DISPOSABLE TISSUES INSTALLED in public areas such as SPA, GYM, elevators, common areas restrooms, front desk, concierge, lobby, transfers and restaurants.

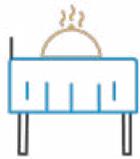


6. SOCIAL DISTANCING: mandatory maintenance of 1-meter minimum distance between staff and guests. In elevators, a maximum of 2 people is allowed simultaneously. Layout adjustments at Meeting rooms, Restaurants, SPA and GYM, to guarantee a minimum of 1.5 meters social distance between users.



7. INDIVIDUAL BREAKFAST: breakfast will be served to each guest on an a la carte basis. All the food and beverages are delivered directly from the kitchen to every guest table on individual trays and covered. Breakfast grab-and-go service and Room Service are available for all the guests. These services must be requested the night before.





8. ROOM SERVICE: Staff access to rooms is reduced for maximum safety. Food is delivered properly packed and covered and is left outside of each guest's room in a trolley. Guests must place the trolley in the hallway outside of their room for immediate pick up to avoid unnecessary contact from another guest.



11. SPA & GYM: Access requires prior reservation. A completed health form is sent via email and must be filled out before the appointment. Temperature control and use of hand disinfectant is mandatory upon admission. Personalized work-out sessions will have a maximum of 1-hour duration per person. A maximum of 2 people will be allowed at the same time in the GYM.

Measures implemented at GYM apply to The Singular Santiago only.

For any inquiry in Chile, please contact **SALUD RESPONDE** calling to **600-360-7777**.



9. BARS & RESTAURANTS: Mandatory hand sanitizer application to guests and external visitors before entering our bars and restaurants. Menus disinfection before and after being handed to each guest. Individual single use bags with adhesive closure are offered to guests for mask storage and protection during the meal.



12. REINFORCEMENT OF OUR CLEANING AND HYGIENE STANDARDS: enhanced technology rolled out to curtail the virus spread including the use of a disinfectant sprayer (quaternary ammonium compound) and an electrostatic spraying backpack to sanitize common areas and high touched surfaces to increase frequency and effectiveness of cleanliness.



10. EXCURSIONS: Temperature controls before each excursion and use of masks at panoramic viewpoints or when guests can not keep a minimum of 2 meters distance from other people. Individual packaged meals provided to every guest. All the equipment necessary for activities are sanitized before and after each use. A small group of guests per excursion will be implemented to guarantee a safe distance. All of our guides will have a prevention and cleanliness kit.

Most of our excursions are outdoors, made in natural and remoteness landscapes, of Southern Patagonia. ur guides follow the health measures directed by CONAF, (Chilean Forestry Corporation) within National parks or natural protected areas.



Certificate of Commitment
The Singular Santiago



Certificate of Commitment
The Singular Patagonia



Times have changed, however, our commitment to delivering the most extraordinary travel experiences to our guests is stronger than ever.

CONTACT US

Our policies are now more flexible providing you with the peace of mind as you plan your stay with us.

[View More](#)

Our Reservation team continues to provide assistance during these challenging times
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