

Measures of interest to be taken into account by tourists visiting Cuba on the procedure to follow with people who test positive for COVID-19.

Quality measures

1. Remain in the room until the results of the second PCR-RT test are available, which is performed according to MINSAP protocol.
2. The schedules of food services (breakfast, lunch and dinner) will be carried out in the room itself following the protocol of delivery and collection established for this purpose.
3. Daily menu options (at least three variants to choose from), complying with the standards according to the category of the hotel and the type of service.
4. 24-hour contact line available for customers at the front desk, which will always be operational.

Room changes

- 1- Room changes will not be admitted to clients in isolation, except in very exceptional cases, following MINSAP's indications.

Room cleaning service

- 1- Rooms will be cleaned as assigned.
- 2- When the chambermaid arrives at the room, she will knock and warn the client that cleaning will begin, asking him/her to leave the room to the outside (preferably terrace or corridor), requiring the use of a mask and complying with the procedure established in the operations manual, following all the steps for cleaning the rooms and bathrooms.
- 3- The cleaning or refinishing of the rooms shall be carried out in compliance with the dosage and indications for the use of chemical products and following the steps of the cleaning standards collected in the operational manual and as established in NC 127-2014.
- 4- The bathrooms will be equipped according to the standards of the category, according to covid protocols (including hand gel, 70% hydroalcoholic gels, paper or towel for hand drying), ensuring that the baskets with lids and / or wastebaskets have their nylon bag and are clean and disinfected.
- 5- Dry cleaning service will not be offered.

Check out

- 1- The check out of the clients must be previously coordinated by the hotel with MINSAP, according to the results of the second PCR.
- 2- At check out, each client will sign the invoice and hand in the room key.
- 3- The markets that require to return to their country of origin the negative result of the PCR-TR in 72 hours, and the clients are confirmed positive to the COVID-19, at the end of their stay in the country, to be isolated in the rooms of the hotels where they are staying, the expenses that are generated will be assumed by the Hotel Chains.
- 4- To give the facilities to the client, to whom it corresponds to make the coordinations through the representative, travel agent or insurance company, for the change of date of the air ticket which is assumed by him.
- 5- For foreign tourists who are in private homes, they are transferred to the hospital hotels and the cost is assumed by the client. According to the protocol established by MINSAP.
- 6- The clients will not be able to leave the hotel until they have the permission of the direction that will have ratified the check out and the state of all the rooms with housekeeper.

Food and Beverage Services

- 1- To ensure the client's satisfaction with regard to what he/she wishes to eat or drink, guaranteeing the variety of the offers.
- 2- Perform all food services to customers (breakfast, lunch, dinner and/or snack) as well as beverages, with room service.
- 3- In addition, beverage and light food offers will be available for toasting in the rooms between meal times as an additional service. Orders will be placed by telephone and will be transferred by the attendant, complying with the procedures explained above for room service.
- 4- Daily replenishment, in the morning, of the products to be delivered to each room. The products to be delivered to each room must be in mini-doses, personal and disposable, according to availability.