



Health & Safety  
promise  
**tierrahotels**

A naturally warm welcome has always been a cornerstone of the Tierra experience. A genuine smile and a helping hand for our guests is in our DNA. During this time, whilst we're making sure that all our employees are safe and healthy, we're also working hard to plan for the future and meet the new challenges that face us all in a post Covid 19 world.



We know that many of you are still not ready to travel, and won't be doing so for a while yet. But as travel restrictions around the world slowly start to lift, we want to make sure that we can safely welcome those of you who are getting excited at the thought of a vacation and are looking to reconnect and celebrate with family and friends.

You can plan your trip with confidence, knowing that we're committed to welcoming our guests responsibly and safely when we re-open in December.

Together in consultation with both international and local organizations we are revising every aspect of the experience we offer, guided by updated government and WHO directives, as they roll out.



Our team of health and sanitization specialists here in Santiago are working together with key people in each hotel to develop and implement enhanced cleaning and safety protocols. These new measures focus on every aspect of the Tierra experience and will be thoroughly tried and tested before we open for the season.

## Operational Protocol

We are basing this on our original solid procedures which are **being reinforced to include more frequent regular disinfection, enhanced cleaning in “high touch zones”, an upgraded in room cleaning program for those who want it (or less intervention in your room, should you prefer).**

We are introducing social distancing measures both on transfers to and from the hotel, whilst on an excursion, and, of course in all the public areas of the hotel.

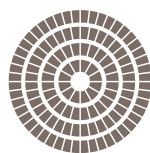


New technology is being considered and we are looking at additional safety measures both for our staff who are there to serve our guests, and also to make sure that **our transport is as clean and safe as possible, that our locally sourced food is prepared in a protected environment, and that our spas are thoroughly spotless through reinforced cleaning measures. Full staff training will take place before we open our doors for the new season.**



In short, we want to ensure that we are delivering the opportunity to experience the natural wonders of Chile as safely and healthily as possible.

The power of nature to restore and balance is unique, and we'll be here, ready to help you immerse yourself in the wide-open spaces at the ends of the earth when the time is right for you.



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