



IMPORTANT TRAVEL INFORMATION

New COVID-19 requirements in Costa Rica

Dear guest,
We hope that you and your family are doing well.

Due to the new requirements of the Costa Rican government and the Ministry of Health:

As of December 1, 2021, only tourists who present a complete vaccination certificate against COVID-19 will be accepted to enter the facilities of Hotel Capitán Suizo.

***This measure applies only to people over 12 years of age and excludes people with special medical conditions that prevent vaccination (medical certification must be presented).**

This measure will also be applied in other businesses such as: restaurants, bars, shops, etc. throughout the country.

We regret any inconvenience this decision may cause to your travel plans but we hope to welcome you at Capitán Suizo soon.

Our cancellation policy

For new reservations, please take these measures into consideration.

In case you must cancel our stay with us due to the new sanitary measures, our cancellation policy is:

- If the reservation is for entry dates prior to January 10, 2022, we ask you to inform us before November 16, 2021, to apply flexible cancellation policies according to the situation.
- If the reservation is for dates after January 11, 2022, we appreciate you reconfirming the reservation or if you need to cancel due to the new measures, please contact us as soon as possible.

For any information in this regard, please do not hesitate to contact us.

We send you a warm greeting from Tamarindo,

Sincerely,
The management and Capitán Suizo team

Current entry requirements to Costa Rica ((The information is constantly updated):

<https://www.visitcostarica.com/en/costa-rica/planning-your-trip/entry-requirements>

<https://cr.usembassy.gov/covid-19-information/>



PROTOCOL FOR GUEST REGARDING COVID-19

Airport

Costa Rica has two international airports: Juan Santamaria (SJO) and Daniel Oduber (LIR). Both meet the requirements for Security Protocols and in this way ensure that your arrival into the country is safe.

video about airport protocol

<https://www.youtube.com/watch?v=TtDixMw6gS4&feature=youtu.be>

Transport

You will be able to choose any means of transport of your choice. However, if you wish, we are happy to recommend a private transport service from the airport to the hotel.

Arrival at the hotel

On arrival at the hotel you will find a hand-wash and sanitizing station next to the entrance, as well as mats to sanitize your shoes.

Check-in

Check-in takes place at reception, which has been equipped with transparent safety screens and floor markings indicating appropriate social distancing. Your room key card and all the information material you will receive, has been sterilized. It would be helpful for us if you could let us know your approximate time of arrival however this is not a requirement.

In your room

As always, we will be happy to assist you with your luggage, should you wish this. Our employees, who are equipped with proper protective accessories, will bring your luggage, of which the handles will be previously disinfected, to your room.

Your room and in particular all the surfaces and points of contact, which are touched frequently, will have been thoroughly cleaned and disinfected before your arrival. In this way you can feel entirely safe and at ease in your room. In addition, a disinfection-kit is at your disposal in your room. Our employees are equipped with all the necessary personal protective equipment for the daily housekeeping of your room.

In case you do not wish your room to be cleaned, simply hang the “do not disturb” sign on the outside of your door and should you wish to take care of your room yourself we can of course provide you with a cleaning-kit. It is most important that you can feel comfortable and at ease, which is why we always gladly accommodate and adapt to your needs.

The restaurant

All processes, from reception of suppliers and acceptance of goods, to serving your meal at your table, are subject to high standards of quality and strict safety protocols.

At the entrance to our restaurant you will find a hand-wash and sanitizing station. The tables have been arranged with a minimum of 1.8 meters distance from each other. Our employees are using personal protective equipment at all times, tables and utensils are disinfected after each use, and gloves are worn according to protocol.

The public toilets are cleaned and disinfected frequently and thoroughly.

At the pool and at the beach

At the pool and at the beach you can relax on lounge chairs that are reserved especially for you. You can reserve your lounge chair daily and after your use, and in accordance with the rules, it will be disinfected for the next guest. The pool area had been generously designed from the start and the beach in front of the hotel is spacious and therefore we can easily accommodate for the 1.8 meter required distance between chairs. We can however also double that distance, if you feel more comfortable that way. Our staff will be happy to help you move your lounge chair.

Concierge

Our concierge is wearing personal protective equipment and is at your disposal in the outdoor area next to the bar. The concierge desk is equipped with a protection screen. Besides the usual concierge services, you can also book spa treatments here. Moreover, you can get additional information about our Covid-19 safety protective measures from the concierge.

Spa

All spa treatments have to be reserved at the concierge in order to ensure that the respective area is prepared and disinfected at the desired time and will be exclusively available to you. Double reservations are possible, provided the persons are from the same social group or family. The spa, all the utensils and laundry will of course be professionally cleaned, washed and disinfected after each use. The spa therapists are wearing personal protective equipment at all times.

In the village

Tamarindo is a popular tourist destination in Costa Rica and its businesses have implemented comprehensive required safety protocols in order to be able to offer their services during the current situation. If you are however not sure, whether you should carry out specific activities outside of the hotel or not, we are happy to help you clarify in advance the protocols and requirements of the desired location. In case you do not have a car, we are happy to recommend a suitable mode of transport.

OTHER IMPORTANT TOPICS

Use of face masks

By law our guests are not required to use face masks in the restaurant, the outdoor areas, or in areas isolated by protective barriers. We are fortunate that our hotel is situated directly on the beach and is embedded in a large garden, which provides ample possibilities for social distancing. Nevertheless, and in order to protect both parties, we kindly ask you to wear a face mask if the established distance of 1.80 m is not possible, when talking to our staff. In many buildings in Tamarindo the wearing of face masks is compulsory, which is why we recommend carrying one with you at all times. If you require additional masks, we are selling them in our souvenir shop, the reception and the bar.

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General cleaning and disinfection

The cleaning- and disinfection protocols in all departments of the hotel have been appropriately intensified, particularly in areas that are often highly frequented.

Employees and their protocols

Our employees follow strict internal rules and have the necessary knowledge and equipment to ensure a quiet, friendly and at the same time safe environment for everyone, guests and employees.

Costa Rica entry Requirements

Costa Rica entry Requirements for all countries

<https://www.visitcostarica.com/en/costa-rica/planning-your-trip/entry-requirements>

Costa Rica entry and exit Requirement for U.S. citizens

<https://cr.usembassy.gov/covid-19-information/>

Cordially,

The Management

Tamarindo. October 30th, 2020