



## Hibiscus Hotel

Hibiscus Plaza  
Market Square  
Belmopan  
Belize

Phone: (+501) 633-5323  
WhatsApp: (+501) 630-1045  
E-mail: [info@hibiscusbelize.com](mailto:info@hibiscusbelize.com)

Warm greetings from the Hibiscus Hotel,

Welcome and thank you for placing your trust in our hotel and our team members who provide you with a safe and healthy home away from home

As we reopen and Country begins to travel again, I would like to introduce you to some of the measures we are taking to safeguard your health, safety and wellbeing at our hotel.

We are committed to safeguarding guests' safety, health and wellbeing with our health and safety initiative. Key measures include:

### Arrival & Departure

The check-in and check-out process will be done as quickly as possible to minimize interactions while maintaining social distance. Guests have the option to check in and pay electronically prior to arrival and can check out contactless before they depart. Everyone arriving at our properties has their temperature checked, and all luggage is sanitized before it enters the property. Keys are sanitized before and after departure and invoices can be e-mailed to you if you wish. Hand sanitizing stations and signage is located upon entry to the hotel to remind guests to maintain social distancing protocols.

### Program Manager & Team Members

A Program Manager has been appointed at the Hibiscus to ensure the highest level of health and safety compliance at all guest touchpoints. All team members have received enhanced COVID-19-related health and safety training, including correct procedures for wearing masks and personal protective equipment and physical distancing awareness.

### Guest Rooms

Rooms are thoroughly cleaned and disinfected after every stay and are equipped with hand sanitizer for each guest. housekeepers will wear gloves and masks to ensure your safety as well as theirs. Of note, the room you stay in will likely have not been used for a period of 24 to 72 hours from the prior guest – a form of social distancing related to the life expectancy of the COVID-19 virus. Prior to your walking through the door to your room, all linens and terrycloth products will have been washed in chemicals aimed at killing the virus, and at a high-heat temperature at which it cannot survive. Separate laundry carts are used for clean linens and

---

towels to prevent cross-contamination, and all laundry carts are disinfected daily. All laundry facilities and equipment are routinely inspected with only approved cleaning chemicals used. Additionally, knowing you want to practice safe social distancing, stay-over service will not be provided unless specifically requested – and if requested the guest must leave the room. If you request clean and towels, they will be provided through minimum personal contact – we can leave them in the room when you are not there.

All rooms are thoroughly cleaned and disinfected after each guest's departure by the housekeeping staff. The housekeeping staff wears appropriate uniforms and all personal protective equipment). They use the most effective cleaners and disinfectants and a new set of cleaning cloths and gloves are used for every guest room.

We thank you for your support and understanding and remain at your disposal for any additional assistance you may need

Wishing you peace of mind,

A handwritten signature in black ink, appearing to read 'S.H.', with a stylized flourish at the end.

Samantha Hatto-Hembling

Program Manager, Owner, Hibiscus Hotel