



# VERTICE

TRAVEL • DESTINATIONS • HOTELS



## TRAVEL SAFE

In the actual global context, we want to inform you that Vértice is taking all the necessary measures to guarantee the prevention with new hygiene protocols in all its facilities.

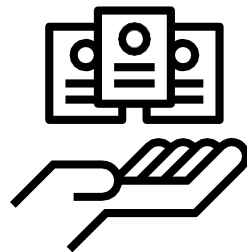
Our mission is to bring a safe stay to all our visitors, as well as guaranteeing the safety of our entire work team.

Next, we invite you to read the main pillars that will make you enjoy a natural, cozy, clean and safe environment.



# VERTICE

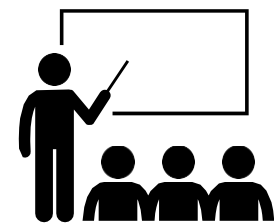
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- **Protocols and Plans:** We have developed and implemented a Protocol and Cleaning Plan that guarantees measures for the prevention of COVID-19 contagions, always based on the protocols published by the health authority and SERNATUR, and supported by the ACHS.



- **Sanitary equipment (bathrooms):** We guarantee the maximum cleaning and disinfection of sanitary equipment based on the cleaning and disinfection protocol, by using authorized products.



- **Training:** Our staff has been trained in the measures and regulations for the prevention of COVID-19 contagions, who will help and advise you at all times.

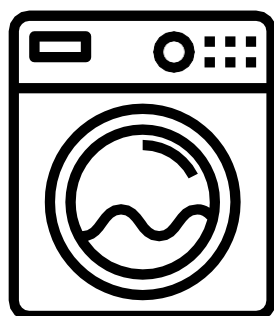


- **Equipment:** We have dispensers with alcohol gel in all our facilities, as well as disposable masks at your disposal. We also have implemented footbaths at entrances and exits of our refuges, campsites and hostel.



- **Rules:** Prevention is everyone's job! Help us to prevent contagions. Please allow our staff to verify your temperature, remember to wear your mask at all moments, respect the social distance and maximum capacity established in our facilities and prioritize the electronic transactions.

To use the bedrooms in each refuge and all its facilities, you must present to our staff your mobility pass so they can scan it.

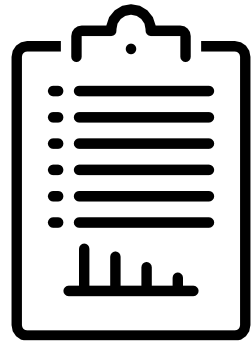


- **Laundry:** We work with laundries that meet the standards for prevention COVID-19 contagion.

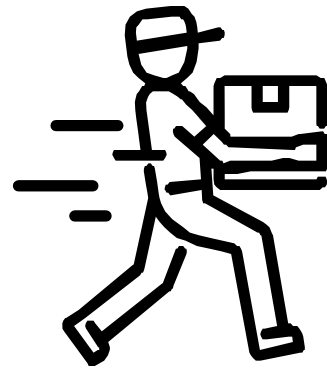


- **Digitization:** We are digitizing all the information you will need during your visit. For this, we have an intranet in our refuges where you will find preventive measures for your safety, available services, offers, schedules and others. We are also implementing QR Codes to communicate our offer. Additionally, we have implemented new posters and leaflets that inform about mandatory measures for the prevention of COVID-19. In case of any questions, our team will be happy to help you!

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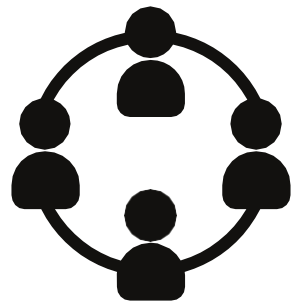
- **Contagions:** We have a protocol in case of detection of contagion by COVID-19 on the basis of which we will proceed to the isolation of the suspected case, the traceability monitoring, coordination of the pertinent actions in conjunction with the health authority and the subsequent cleaning and disinfection of spaces and implements that have been in contact with the suspected case and its traceability.



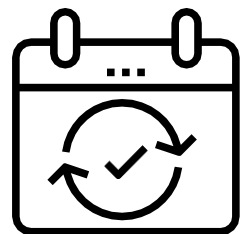
- **Suppliers:** Regarding suppliers, we have had implemented temperature controls at entrances and exits.



- **Privacy:** In the case you are looking for a private bedroom in one of our refuges, please ask for the available options to one of our executives.



- **Common Areas:** The use of common areas and spaces is subject to the regulations, respecting the capacity and ensuring compliance with it.



- **Flexibility in your reservation:** In case of cancellations because of COVID-19 reasons (closure of airports, borders, parks or destinations) outside the cancellation period, we will be flexible in rescheduling your reservation without penalty and subject to availability. Only in case of rescheduling for Christmas' Eve or New Year's Eve should the difference in the value of the dinners or full boards be considered according to new seasonal values. In the case of late cancellation due to contagion of COVID-19, the affected passenger must present a medical certificate to be able to reschedule without penalty for the following season.



## Food Service at Paine Grande Refuge Season 2022 - 2023



We know how important it is to take care of ourselves! And it is for this reason that we have adopted all the necessary protocols in the face of the times we are living to deliver our breakfast, lunch and dinner services in the best way and in a safe environment.

In our assisted buffet you will find different options to meet your tastes and needs, with a variety of proteins, side dishes, salads and desserts.

Our buffet will be assisted by our specialized staff under strict rules that will guarantee your safety. We have minimized the handling of the products, both in preparation and delivery. All the used dishes are washed with our high-temperature dishwasher system.



## Food Service at Dickson & Grey Refuges Season 2022 - 2023



As we already know, things have changed in the time of the pandemic. This is why we have adapted to the change, and we will apply all the necessary protocols to deliver, in the best way and in a safe environment, our breakfast, lunch and dinner services.

In our restaurants you can find a different menu option every day, considering each need of our passengers. We have a variety of proteins, side dishes, salads and desserts, which we prepare daily. Our service will be delivered by our staff, who is trained and will provide attention to the table to minimize passenger traffic, all this under strict regulations that will guarantee your safety.

We have minimized the manipulation of products, both in the preparation and in the delivery of themselves, to give you a great experience in our refuges.