



# HOTEL COSTA RICA MARRIOTT HACIENDA BELEN

## Taking Care of You: Preparing for Your Stay

### Pack your mask



We wear it because we care - and we require all guests to do the same. The proper use of masks/face coverings is mandatory in all public areas of the hotel.

### Contact Lite Experience

Through our Marriott Bonvoy™ mobile app, we are able to provide you with the exceptional experience you expect, with minimized contact.



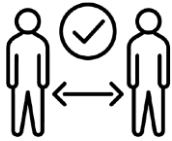
Marriott Bonvoy members can use the Marriott Bonvoy App (also available on the App Store and Google Play) to take full advantage of our "Contact Lite" service options, including: Mobile Check-In, Mobile Check Out, Mobile Key, Chat and Guest Requests.

### Enroll in Marriott Bonvoy

Not a Marriott Bonvoy member yet? Enroll now. Then download the Marriott Bonvoy App to take advantage of our mobile options and start earning towards complimentary nights

### Commitment to clean

We take hygiene and cleanliness standards very seriously. You will notice several enhancements to our practices throughout the entire hotel, which include Enhanced Public Space and Guest Room Cleaning, Social Distancing Practices, Use of Masks for all associates and the addition of Electrostatic Spraying to our cleaning protocols.



### Housekeeping

Your room is your sanctuary throughout your stay with us. To minimize contact, housekeeping services will only be provided upon request. If you would like to request housekeeping schedule, please let us know during your stay.

Non-essential amenities from the guest rooms (including magazines, decorative pillows, bed throws, flowers, pens, paper, and non-fixed desktop items) have been removed. **As well, minibar products will be available up on request.**



### From the Front Desk department

It is a pleasure to provide you with any further information you might need about transportation, Pool, Gym or Beauty Salon appointments, dinner reservations, touristic attractions or any other question you may have.

Please let us know if you have a special diet such as gluten free, vegetarian, vegan, etc. and we will do our best to have options for you in the restaurants. **As a reminder, there can be a maximum of 4 people per room and one rollaway bed or crib is permitted per room.**



### We can assist you with the coordination of the COVID-19 test

Our interest is to make your stay a brilliant experience that is why we offer to coordinate your COVID-19 test before returning home. We can help you arrange a home visit at 8 a.m. or at 5 p.m. Please let us know if you would like to book an appointment, so that we can assist you.



### For Our Marriott Bonvoy Members

We are committed to delivering the Marriott Bonvoy benefits for your membership level. Thank you for understanding circumstances where we may have to offer an alternative. For up-to-date information on any alternative offerings for your membership level, please contact us directly via mobile chat, emailing or calling the hotel directly.

### Hours of Operations

We are committed to make our property's amenities available to you while complying with local regulations. Please note these modifications:

#### In-Room Dining

Brought to your door in takeout boxes.  
Monday to Sunday from 7am to 10pm

#### Restaurants

##### Hacienda Kitchen

Monday to Sunday  
Breakfast from 6:30am - 11am  
Lunch from 11am - 5pm  
Dinner 5pm - 10pm

##### Casa del Café

Monday to Sunday 6am - 9pm

##### Bar 10

Monday to Thursday 4pm - 11pm  
Friday to Sunday 11am - 11pm

#### Spa

Monday to Sunday 8am - 8pm  
Contact our Spa directly for options and reservations. Reservation required dialing "0260"

#### Pool & Jacuzzi

Monday to Sunday from 8am-6pm.

#### Fitness Center

Monday to Sunday day from 5:30am - 7:30pm,  
Reservation required dialing "0"

#### Beauty Salon Allure

Tuesday to Saturday 9am - 7pm  
Sunday & Monday 10am - 6pm  
Reservation required dialing 0263"

#### Club Lounge

6am to 7pm 6 am to 9am -

#### Breakfast

5pm to 7pm - Dinner

Times like these remind us of the tremendous importance of travel. Travel has the power to connect us, to enrich our lives and to inspire us. The measures our team is taking are part of our unwavering commitment to delivering on the promise of good travel.

¡Enjoy your stay!