



Broadway Hotel & Suites Protocol

Dear Guest:

At Broadway Hotel & Suites we have followed all the recommendations suggested by our Ministry of Health to guarantee you a safe and pleasant stay at our hotel.

We want you to know that our staff has been trained and equipped with the appropriate protection elements to guarantee compliance with sanitary measures.

Along with your booking confirmation, you will receive an email requesting you to complete a health affidavit and a registration card that you should present at check in.

In order to avoid a long stay at the lobby, we suggest you to send copy of your passport, ID card, etc by mail before you check in.

All guests attending common areas (corridors, elevators, lobby, etc) must use chinstrap or protective face mask.

Upon arrival, all guests will go through a strict protocol that includes temperature control, sanitizing rugs, hand sanitizer and social distance.

We recommend the use of credit or debit card or any electronic means of payment.

Electronic key card for your room will be sterilized and handed in envelopes.

All shared objects will be disinfected after each use.

Elevator's capacity will be reduced by 30%.



Alcohol gel / hand sanitizer dispensers have been installed all over the hotel for guests use.

Bell boy service and bag storage is suspended til further notice.

Rooms will be sterilized with the corresponding seal til you arrive

Complementary items have been removed from the room, leaving only the essentials to make your stay comfortable.

Maids will clean the room when the guest is not in it. At your request, room cleaning can be suspended.

We will provide you a Whatsapp contact number to ask questions to the front desk and receive all the hotel 's information.

Breakfast will extend its hours and will be room service only.

It will include coffee, tea, milk, orange juice, croissants, bread, toasts, cupcakes, ham, cheese, butter, jam, spreadable cheese and fruit salad.

You should book it the day before, indicating time and items desired.

Restaurant, Minibar, Swimming pool, Sauna, Gym, Business center and Parking will be closed. They will reopen at local authority's request.

This protocol will be updated according new measures stablished by the governmet.

We look forward your arrival to offer a pleasant stay with all the necessary care.