

Covid-19 Protocols



We want our guests to feel safe and protected when visiting Casa Drake Lodge. We will share with you the extreme measures that are being taken to ensure the health and safety of our hotel visitors. We want you to have a unique experience in the jungle in an insolate and pristine tropical paradise without worries.



Our Hotel

We follow all of the recommendations of the Minister of Health and are constantly realizing deep cleaning and disinfection of all of the installations in our hotel to offer a healthy and secure environment for our guests. The bungalows are treated daily to a cleaning process that eliminates bacterias and virus of all kinds and the cleaning staff always wear face masks and gloves which are changed for each bungalow. Our clients will also have the option to decline the housekeeping service while at the hotel and when possible bungalows will have a three day "rest period" between guests. Alcohol in gel will be found at the entrance of all public areas and the bungalows. Face masks and portable bottles of alcohol in gel will be available at all times.



Land Transportation

We have coordinated a system of complete cleaning and disinfection of all vehicles used in the ground transport of our guests. The driver and guides will use a mask at all times and will have alcohol in gel, gloves and additional face masks available.



Marine transportation

The protocol of cleaning and disinfection of our company boats guarantee a safe environment. All surfaces, seats, cushions and life jackets will be sprayed and sanitized after each use. The captain and guides will use face masks at all times and will have alcohol in gel, gloves and additional face mask available.



Food and Bar Service

All elements of social distancing and 50% reduced capacity will prevail in our restaurant and bars. When necessary additional seatings will be offered at meals. All of our staff involved in food preparation and service have been retrained to meet the highest standards of hygiene and all the staff who have direct contact with our clients or with their food and drinks will be utilizing protective masks and/or full face shields, this will also include guides, house cleaning staff and management our chef will have their respective front masks and glove handling to prepare each food.



Hand Sanitizer and Protection

Liquid soap and alcohol in gel will be available in all public areas and restrooms as well as in all our bungalows. Staff and clients will be constantly reminded to wash their hands and to use alcohol in gel. Guides and boat captains will carry alcohol in gel on all tours and at all times. Acrylic shields are being installed in the reception area and also at our principal "mini" bar. With caution and common sense we can continue on with our lives in the new normal, post Covid-19 world.



Paper Napkin Towels

According to and following the protocols we are a change we will no longer use the napkin of napkins replaced by the paper napkins.

Hand-drying towels will be replaced by Large Paper Napkin

In order for them to be used and discarded by the same user. We will have Trash carriers in all areas with penalty opening in order for each user to dispose of it to the dumpster.

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Dep. reservaciones

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