

Casa Luna Response to COVID-19

Dear valued guest,

In this time of uncertainty with the progression of the COVID-19 outbreak, casa luna assures you that your safety and comfort remain our highest priority. Our thoughts are with those who are affected by this virus and those who are caring for them.

Please find below an update on what we are doing to ensure maximum flexibility for your bookings and your wellbeing when you stay with us.

Flexibility on your travel plans.

Individual Reservations

- All casa luna services will allow guests who have made bookings for stays before March 18, 2020, to modify their reservations free of charge or receive a partial refund for cancellation, where applicable. This is valid for bookings made directly with the owner or any other web site Vrbo, Airbnb, from our brand website (www.casalunamisiones.com) or via our call center. Please contact us directly to modify or cancel your reservations.
- For bookings made through a travel intermediary (e.g. travel agents, call center), please contact your booking provider for assistance. Phone: **(619) 713-7116** email: reservations@casalunamisiones.com
- For new reservations, we recognize the need for flexibility in your travel plans as well. Our flexible rates and special rates will now allow you to cancel up to 24 hours prior to your arrival. This is valid for bookings made directly with the owner, from our brand website (www.casalunamisiones.com).

Group Reservations

- All casa luna services will allow groups who have made bookings for stays before March 18, 2020, to modify their reservations free of charge, as long as the new booking takes place within 12 months from the original booking date. A rate supplement may apply depending on the new dates. Exceptions will be taken care of on a case-by-case basis.

We Clean. We Care. We Welcome.

We have stepped up precautionary measures globally at our properties as the safety of our guests and employees is paramount to us. We take the utmost care to ensure every stay with us is safe, clean, and comfortable.

We clean our hotels to ensure safety and comfort for our guests. Our measures include:

- Rigorous cleaning and sanitization of guest rooms and parts of the house.
- Frequent sanitization of high-contact points, such as stairs, light buttons, door handles, kitchen counters, patio, pool, bathrooms, and living room rooms.
- Hand sanitizers placed at guest room and contact areas, such as house lobbies and kitchen space.

- Infrared thermometers will be available at the time of your arrival at the lobby of the house to conduct temperature checks of our guests and employees upon request, in certain jurisdictions, and subject to availability. and according to locals authority.
- Provision of medical masks and gloves for our guests and employees upon request, subject to availability.
- Regular training of our employees ensures proper hand hygiene and awareness of COVID-19. This is vital to help combat the spread of viruses and the health of our employees and guests.

We care for our guests and employees by introducing additional measures to safeguard their wellbeing. Our employees have been briefed on the guidelines provided by the **World Health Organization and local health authorities**. They are ready to render assistance to any guest that may feel unwell.

We conduct daily meetings with our employees to review any relevant situation. casa luna supervisor or is in constant communication with the relevant health and travel authorities to keep our guests and employees updated and to advise them on appropriate measures to observe.

We welcome our guests into our property with the same warmth and hospitality we have always done. While the COVID-19 outbreak is a precipitously changing and fluid situation, we are committed to keeping you informed and to care for you as a valued casa luna guest.

Casa Luna Services looks forward to welcoming you, wherever your travels may take you.

COVID-19 Information for US citizens in Mexico [More Info...](#)
[Corona Virus Baja California Sur More info...](#)

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