



The health and safety of our guests is always our priority.

We present some of the **hygiene and safety** measures that we have implemented in our Resorts following the recommendations of the WHO and the governments of the countries.

PRE-OPENING



Training of coworkers



Sanitizing gel at entry and exit points



Placement of signage with recommendations



Sanitizing footwear mat at entry and exit points (2.2)



Body temperature check



Disinfection and review of expiration of supplies



Social distancing



Disinfection and cleaning of the entire HOTEL by a certified external company.



No physical contact



Certifications from SEDETUR and Cristal Standards, POSI-Check.



Three-layer face shield and coworkers protection equipment.



OPENING

GENERAL



Three-layer face shield and coworkers protection equipment



Implementation of periodic certifications and audits.



Social distancing signs



Use of chemicals endorsed by the Environmental Protection Agency (US EPA)



Body temperature check



Risk Management Team headed by Management.



Exclusive deposits for sanitary waste



Limited capacities at members and coworker common areas



Sanitizing gel stations at entry and exit points



Disinfection and cleaning of all areas, rooms and hotel furniture

CHECK-IN AND GUEST SERVICE



Online check-in to streamline the registration at the hotel.



Delivery of mask and gel kit upon arrival in the room



Body temperature check



Disinfection of luggage and golf carts after each use



Sanitizing gel for members to start the process



Placement of protection acrylics at guest service areas



Indicate protocol recommendations



BARS, BUFFETS AND RESTAURANTS



Sanitizing gel



Silverware, tableware and glassware disinfected in dishwasher with certified chemicals by US EPA



2 m gaps between tables



No assembly or table preparation



Cleaning and disinfection of furniture and cushions



QR menu



Special procedures for Room Service



Measures to ensure frequent hand washing

POOLS, BEACH, SPA, GYM AND ACTIVITIES



Sanitizing gel



Equipment, lounge chairs, and others with 2 m of separation



Cleaning and disinfection of furniture with products endorsed by US EPA



Dedicated person in the gym to disinfect equipment after each use



Entertainment activities will be carried out in open air and in accordance with the recommendation of the local authority.

HOTEL ROOMS AND SUITES



Delivery of mask and gel kit upon arrival in the room



Thermal fogger disinfection after every check-out



Daily cleaning and disinfection of furniture with products endorsed by US EPA.