



## SAFETY AND WELLBEING OUR PRIORITY FOR YOUR HOLIDAYS

**Be Live Hotels is committed to safety;** taking care of our guests, employees and partners. This will continue to be our highest priority.

Therefore, we have decided to implement a series of measures to ensure that you can enjoy your next stay at our hotels with complete peace of mind. **We have based these measures in strict compliance with the protocols and recommendations of the World Health Organization (WHO) and the local authorities in the countries in which we operate as well as ensuring CDC standards,** in addition to:

- Specialized staff, trained and equipped with protective measures
- Creation of expert management teams
- Implementation of POSI procedures (Prevention of spread of infections)



# Cleanliness and sanitation standards



Reinforcement of cleaning and disinfection tasks at each of our hotel spaces



Mandatory use hydro alcoholic gel dispensers is available for guest and workers



Use of approved products, from certified suppliers, who guarantee disinfection



Sanitize room for each guest, with our new protocols of deep cleaning floor tiles and all room linens



All representatives use protective equipment such as masks and gloves



All employees and suppliers will be put through temperature check points that use infrared thermometers

# Food safety protocols



We will maintain social distancing throughout all restaurants and all food establishments to ensure we control the capacity

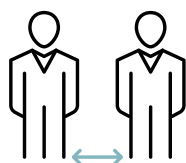


Adapted gastronomic service that guarantees the safety of our guests and employees



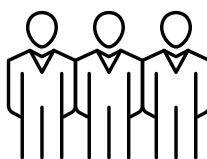
Room service available for those that do not want to use the dine in

# Capacity control and safety distance



The hotel will enforce 2 meters/ 6 feet social distancing rules amongst guests and hotel staff

MAX



We reviewed hotel capacity and adjusted common areas to ensure proper social distancing



You can request other services by reservation (f.e. Gym, Spa)