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OASIS HOTELS & RESORTS POST COVID-19 COMPLETE PROGRAM

*BE FREE, STAY SAFE*

 OASIS  
HOTELS & RESORTS



# CERTIFICATIONS BY *CRISTAL INTERNATIONAL STANDARDS*



**CRISTAL**  
INTERNATIONAL STANDARDS

**Oasis Hotels & Resorts** meets all safety and hygiene certifications set by **Cristal International Standards®**: <https://www.cristalstandards.com/>



**POSI**  
**Check**

COVID-19 **POSI Check** Certification to prevent the spread of infection. Includes all measures recommended by the main international organizations (WHO, WTTC, and EPA).

\*POSI: Prevention of the Spread of Infection Audit Protocol.



**Room**  
**Check**

Cristal International Standards® Certifications to verify the hygiene and sanitization of rooms, in addition to back-of-the-house protocols.

*ADDITIONAL OASIS HOTELS  
& RESORTS CERTIFICATIONS:*

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## CHECK-IN & CHECK-OUT PROTOCOLS

- Fully digital guest check-in available.
- Temperature controls through thermal cameras at every hotel entrance.
- New luggage sanitization technologies upon guest arrival.
- Receptions with wide lounge-style areas, check-in process with controlled access to avoid crowds, and safety distance signs on the floor.

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- Separation screens at the reception areas and use of masks for personnel.
- Hydroalcoholic gel dispensers available for guests in all areas.
- Widely spaced out express digital check-out and express check-out machines available for guests.

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# OASIS PROTOCOLS FOR ROOMS



- We guarantee that all rooms have been sanitized and have remained unoccupied at least 24 hours prior to the guests' arrival, using products registered by the Environmental Protection Agency (EPA).
- Once the room has been sanitized, we place a door tag safety seal, which breaks upon the guest's first entrance.
- We implemented **contactless** room door open systems (proximity locks).
- New operation, cleaning, and room setting standards, adapted for the total safety of our guests.
- Upon each guest's arrival all in-room amenities are new and sealed.
- Elimination of in-room printed materials.

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# OASIS PROTOCOLS FOR FOOD & BEVERAGES



- Fewer tables in restaurants. All tables are separated taking into consideration safety distance guidelines.

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- Digital bookings for restaurants available through the Oasis app to avoid waiting lines. Groups of 5 or more persons shall book in advance, allowing our staff to place the tables according to the distancing guidelines.
- **Contactless** menus available through the Oasis app or QR code.
- New operation, setting, and table cleaning standards, adapted for the total safety of our guests. All tables and chairs will be sanitized before and after each guest.
- Hydroalcoholic gel dispensers available at every food & beverage consumption venue.
- All food & beverages collaborators have been trained to avoid contact with food. Mandatory use of masks.

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# OASIS PROTOCOLS AT COMMON AREAS



- New operation and furniture setting standards in common areas. All tables, chairs, and sunbeds at indoor and outdoor common areas and beaches will maintain the recommended safety distance.

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- Application of new technologies and products for sanitizing surfaces, elevators, furniture, buttons, and railings. Use of products recommended by the Environmental Protection Agency (EPA).
- Hydroalcoholic gel dispensers available in all common areas.
- Graphic information regarding safety hygiene protocols displayed in all areas.
- During all activities carried out at indoor and outdoor common areas, social distancing will be enforced and maintained among guests. Reduction of attendees to all entertainment venues in order to avoid crowds.

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- The safety distance will be kept at all group areas and halls.
- New operation, hygiene, and setting standards implemented to guarantee the safety distance between participants. Fewer attendees within each conference hall.

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- The halls, furniture and equipment shall be cleaned and sanitized before and after each event.
- Exchange of printed materials will be reduced.
- The coffee break services will comply with the criteria applied to the food and beverages area, with assistance provided by Oasis personnel.
- All collaborators have been trained to avoid contact with guests, food and beverages. Mandatory use of masks for all our staff.

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- All employees undergo a full medical checkup, prior to their work reincorporation, including the official COVID-19 test. Any employees showing COVID-19 symptoms will be put in quarantine for 15 days, and prior to their reincorporation, a new COVID-19 test will be applied.
- All employees will undergo a daily mandatory sanitizing process (uniform and footwear), and a temperature control located at their office entrance.
- All employees have been fully trained to comply with all safety & hygiene measures, and with the recently adapted operation standards.
- All employees shall wear personal protection equipment (PPE), including masks. All protocols implemented at the guest areas are applied to back-of-the-house and employee areas.
- Both, 24/7 medical attention and COVID-19 tests are available at the hotel to assist any guest or collaborator who requires them.



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