



# GENERAL POST COVID-19 HYGIENE PROTOCOLS



GRAND VELAS · CASA VELAS · VELAS VALLARTA · MAR DEL CABO

UPDATED: 13/MAY/20

# GENERAL POLICIES AND PROTOCOLS



## HAND SANITIZER

We will place touchless hand sanitizer dispensers at different contact points within the property, such as the main lobby, staff and suppliers entrance, pool area, restaurants and bars, Kids' and Teens' Clubs, Spas, gyms, and Convention Centers.



## PHYSICAL DISTANCING

We will notify our guests and staff of the physical distancing measures; the first and most important recommendation is to keep at least 6 ft. (2 m) away with another group of people. We will minimize contact with guests.



## BODY TEMPERATURE

To all the members of our staff, we will take their temperature when boarding the staff bus, as well as upon their arrival at the hotel.



## SANITIZING MATS

We will place sanitizing mats in the following areas: Lobby entrance, pick-up and drop-off areas for guests in the property, Kids' Clubs, Teens' Clubs, Spas, and restaurants.



## HANDWASHING

One of the mandatory measures for all staff members is to wash their hands every hour (for a period of 20 seconds). Also, in some specific areas, this handwashing measure will be done every time they have contact with a group of people.



# GENERAL POLICIES AND PROTOCOLS



## PERSONAL PROTECTION EQUIPMENT

Our staff members will wear face masks and transparent masks in areas of direct and indirect contact with guests.



## CLEANING PRODUCTS

We will continue to comply with the cleaning and hygiene protocols set by Cristal certification guide. In addition, we will use chemicals against COVID-19, authorized by the EPA (the United States Environmental Protection Agency).



## SANITIZING BOOTH

All our staff members, before and after their working day, will pass through a booth with a high-efficiency steam system and an infrared sensor, very effective in sanitizing people and objects.

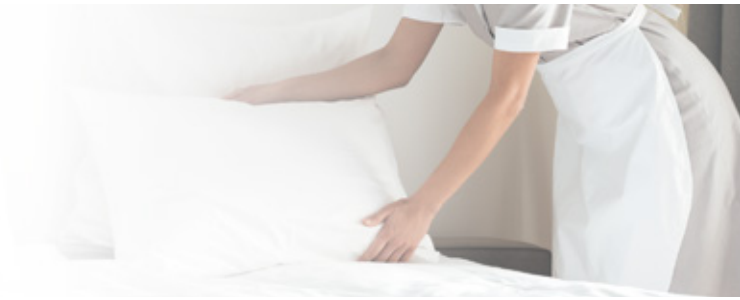


## DEPARTURE KIT FOR GUESTS

Upon their departure from the hotel, guests will be provided with a personal protection kit (gloves, hand sanitizer, wet wipes, and a face mask).



# PUBLIC AREAS - BACK OF THE HOUSE



## TRANSPORTATION AND SECURITY

All vehicles on our properties will be sanitized with steam after each use. The trip is made without a co-pilot and with a maximum of 5 passengers, including our driver.

As for our “Lost & Found” area, all items will be sanitized before registration and storage.

In staff transportation, we will install sanitizing equipment based on hydrogen peroxide to guarantee a healthy environment.



## TRAINING

**COVID-19 Training:** This training for all our staff members will focus on learning and practicing the safety and hygiene protocols regarding COVID-19. We will place more emphasis on departments that have direct contact with our guests, such as Housekeeping, Food and Beverages, Public Areas, Guest and Concierge Service, Reception, Activities, Bell Boys, Call Center, and Security.



## OPERATION AREAS

### Public Areas

We will increase the cleaning frequency of common areas, with special attention to surfaces with more contact, such as gaming areas, entrance doors, credenzas, escalator handrails, tables and desks, benches, armchairs and/or waiting rooms, garbage bins and guest elevators.

### Housekeeping

The entire work equipment will be sanitized at the beginning and end of every shift, including maid trolleys, suite service tables, trays, etc.

All of our clothing areas will have curtains that will protect the equipment and lining.

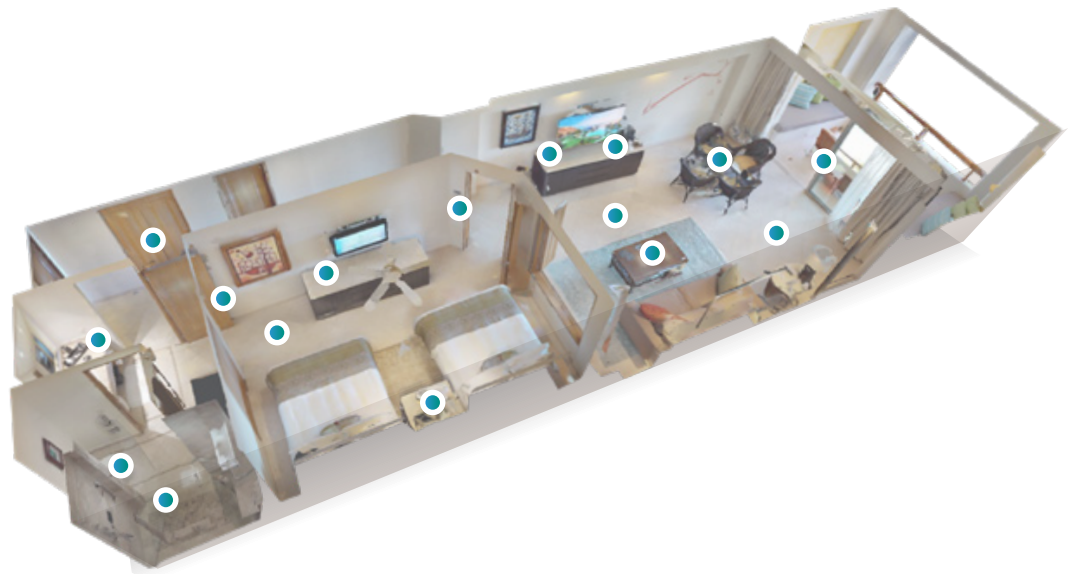


# PUBLIC AREAS - BACK OF THE HOUSE



## Cleaning and sanitization protocol

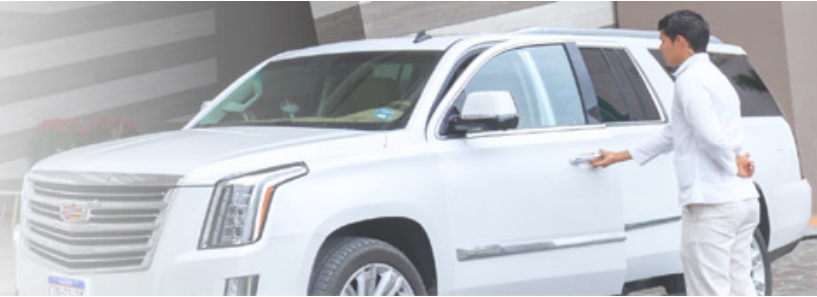
- 1** We will replace the magazines on each arrival. The suite's stationery will be made of washable material for its sanitization.
- 2** Extra pillows and duvets in closets will be presented exclusively in a zippered bag.
- 3** We will remove all amenities after a guest's departure, whether they used them or not.
- 4** A detailed sanitization of the following contact points will be carried out:



- Desks, TV furniture, tables, and chairs
- TV remote control
- Thermostat
- Bath amenities
- Bath furniture (shower, jacuzzi, and WC)
- Gates, mirrors and frames
- Doors and handles
- Light switches
- Drawers and shelves
- Closet doors and hangers
- Minibar doors
- Telephones (suites and bathroom)
- Floors



# GUEST PUBLIC AREAS - SERVICE



## GUEST ARRIVAL (Bell Boys, Front, and Concierge)

### Welcoming

We will take our guests' body temperature upon their arrival at the property; we will also ask them to use the sanitizing mat, invite them to wash their hands, and offer them hand sanitizer. Their luggage will be sanitized as well.

We will also share them our post COVID-19 safety and hygiene protocols, which are:

- 1 Seal on the suite's door
- 2 Elevator use
- 3 Maximum capacity for restaurant reservations
- 4 Physical distancing
- 5 Hygiene protocol to enter the consumption centers
- 6 Suite sanitization process

### Cleaning and sanitization protocol

We will sanitize the lobby chairs after each check-in, as well as tablets, check holders, registration folders, and scanners. Pens will be sanitized as well, and a new one will be offered to every guest, covered in a cellophane paper bag.

### Guest elevators

We will place automatic hand sanitizer dispensers outside each elevator tower. The maximum capacity of guests inside them will be of 4 people; the elevator will always be requested by our service staff.

Panels, floors, and doors will be sanitized every 60 minutes.

We will make micro-steaming sessions every 8 hours in Public Areas, Bell Boys, Guest Service, and Concierge departments.



# GUEST PUBLIC AREAS - SERVICE



## SUITES

### Cleaning and sanitization protocol

We will sanitize floors, walls, curtains, rugs, armchairs, and doors with steam injection.

All products in the minibar will be replaced by sanitized products at the end of each guest's stay.

The air conditioning will also be sanitized with UV light.

At the end of the sanitizing process, we will seal the main door with a label to guarantee our guests that no one has entered their suite after it has been sanitized.

Every person who should enter the suite for service and operational reasons will carry personal protection equipment that includes shoe covers.



## POOLS

### Cleaning and sanitization protocol

We will clean the pools daily, and thoroughly again at the end of the day.

We will sanitize the mattress of the sun loungers after each guest's use, as well as changing the lining.

Also, the contact area in our cabanas will be sanitized after the use of each guest.

### Physical distancing protocol

Each pair of sun loungers, service tables, and umbrella will be placed 6 ft. (2 m) away.



# GUEST PUBLIC AREAS - SERVICE



## KIDS' AND TEENS' CLUBS

### Cleaning and sanitization protocol

In addition to placing the sanitizing mat at the entrance of our Kids 'and Teens' Clubs, we will encourage children and teens to use our interactive cleaning measuring device, which reminds them of handwashing from time to time.

We will sanitize the console controllers, TVs, pool cues and balls, air hockey pads, and games to share; they will be covered with plastic film and guarded by our Activities team.

The sanitization procedure will also apply to each play station after each guest's use, and any recreation items and/or objects used will be placed on a separate covered tray. We will notify the guests that the items used must be deposited in this special tray.

We will put together individual packages for activities; this means that everything that is offered to children will be covered in plastic film and/or protected, with a label that guarantees their sanitization (For example colors, dolls, jewelry, threads, etc.).

We will wash and sanitize hats, wigs, and costumes after each use; these will be protected in clear garment bags, labeled with the last sanitization date.

An air purifier will be installed as well.

### Physical distancing protocol

Guests will be notified about the maximum number of minors allowed at the same time in the clubs.

In the billiards and air hockey areas, we will only allow players; companions must stay 6 ft. (2 m) away.





# GUEST PUBLIC AREAS - SERVICE



## GYMS

### Cleaning and sanitization protocol

We will sanitize all the equipment after each guest's use, this includes machines, doors, armrests, desks, rugs, and pens. We will perform the procedure every hour and/or after each use.

Also, our gyms have an air purifier installed for proper ventilation.

### Physical distancing protocol

We will activate one machine for each guest, with a distance of 6 ft. (2 meters) between each. No more than 6 people will be allowed at the same time; previous reservations will be required.

Pilates and yoga classes will be held in open areas and will have a maximum capacity of 6 people, including the teacher or instructor.



## BOUTIQUE

### Cleaning and sanitization protocol

We will sanitize all surfaces in the area.

There will be a personalized cashier for each client to avoid that guests have direct contact with the products.

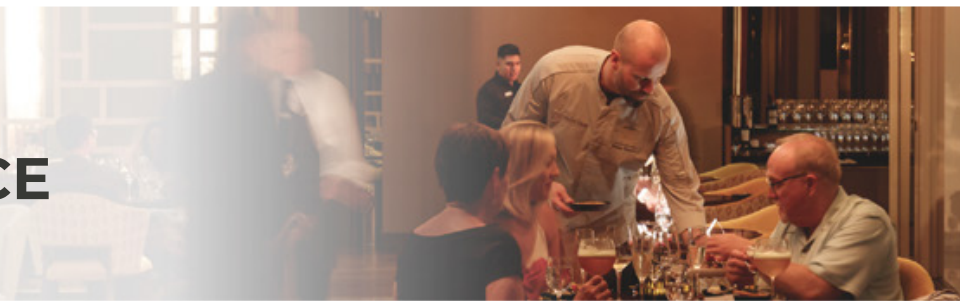
We will suspend the changing room service.

### Physical distancing protocol

We will attend one guest at a time; in case there are more guests, we will kindly ask them to wait at a distance of 6 ft. (2 m).



# GUEST PUBLIC AREAS - SERVICE



## CONSUMPTION CENTERS

### Cleaning and sanitization protocol

We will sanitize the tables before and after each service. Each table will be set up on guests' arrival.

All our staff members from the different consumption centers will maintain strict hygiene and their handwashing will be logged every 20 minutes.

All the crockery used will be washed and sanitized with approved chemicals, and water at a temperature of 179 °F (82 °C).

### Physical distancing protocol

The tables in the consumption centers will maintain a distance of 6 ft. (2 m) between them.

The capacity of the consumption centers will only allow the presence of 50 diners and no more than 6 people per table.

Our staff members will wear a face mask during each service.

The bills will be delivered in check holders previously sanitized by the cashier and we will provide guests with an individual pen in a cellophane paper bag.



# GUEST PUBLIC AREAS - SERVICE



## BARS

### Cleaning and sanitization protocol

We will sanitize daily all the surfaces with chemical products approved by the authorities, as well as trays, dishes, equipment, shelves, racks, ice carts, utensils, and counter bottles. This will be done at the start and end of every shift.

Service bars will be sanitized and logged every 30 minutes.

All our staff members will carry personal protection equipment.

### Physical distancing protocol

We will keep a separation between the restaurant furniture.

For the bar service, we will only allow 4 people at a time.

## GUEST CONSIDERATIONS

*Guests are invited to wash their hands before entering the consumption center and to reinforce this with hand sanitizer application.*

*Physical menus will be reduced; instead we will provide a QR code so that the guests can read it in their personal devices. The available physical menus will be sanitized before and after each use.*



# GUEST PUBLIC AREAS - SERVICE



## SUITE SERVICE

### Cleaning and sanitization protocol

We will sanitize all the mini-bar amenities in the suites before placing them. Also, our staff members who must enter the suite for service and operational reasons will sanitize the soles of their shoes with a portable individual atomizer that they will carry the entire time with them.

The cutlery will be protected in a cutlery pouch, with a security label that will guarantee that they have not been handled after sanitizing.

All of our waiters must wear a face mask when performing a service.

### Physical distancing protocol

We will provide each service at the door of the suite. Our staff members will not have contact with our guests; they will announce that the service has arrived, and after this notification, the waiter or waitress will leave the table and all supplies outside so that the guests could place it into their suite by themselves.



### GUEST CONSIDERATIONS

*All the meals will be protected with plastic film or a food cover.*

*We will only offer bottled beverages (sodas, juices, beers, and wine).*



# GUEST PUBLIC AREAS - SERVICE



## BANQUETS

### Cleaning and sanitization protocol

All our table setups will be made under the strictest sanitization procedures.

Our staff members must wear gloves for each setup.



### Physical distancing protocol

This is the way we will organize access for diners:

- A maximum of 8 people per table at banquets, 6 ft. (2 m) away between tables.
- 2 guests per table/board (school, U, Russian setups, etc.).
- 6 ft. (2 m) distance between chairs for auditorium setups.



### GUEST CONSIDERATIONS

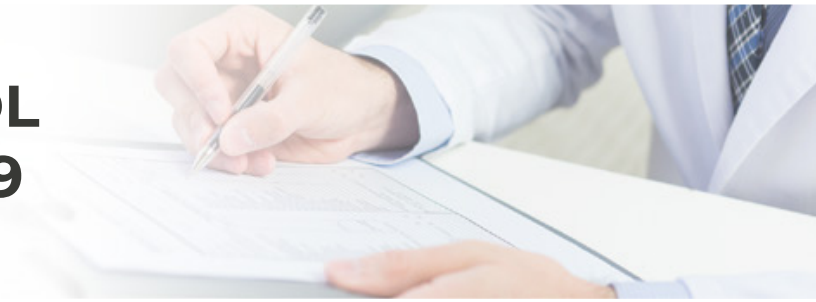
*At all events/banquets, we will have a station with hand sanitizer.*

*Coffee break service: We will set up individual portions of the requested meals, as well as bottled beverages, and bread or cookies in individual portions, wrapped in cellophane paper bags.*

*Plated services: We will provide the meals directly to the table, using a service tray and a tray holder. All dishes will be protected with a food cover.*



# SECURITY PROTOCOL IN CASE OF COVID-19



## GUEST AND STAFF HEALTH PROCEDURES

Our staff members will be prepared to report any suspected case of COVID-19. Both staff members and guests who present symptoms will be instructed to notify immediately to their line manager (in the case of our staff) or Guest Service and Security areas (in the case of our guests).

## REPORTING CASES

In case of notification alert of guests and/or staff members with COVID-19 in the property, our doctor will be informed of a medical evaluation. If the suspected case of "COVID-19" or symptoms are met, the patient will be transported to the hospital; the suite will be sanitized and we will follow-up the patient's situation. We will block the suite and follow the sanitizing process.

## SUITE RELEASE PROTOCOL

If there is a guest with COVID-19, the suite will be out of service for 72 hours, and will NOT be opened until the suspected case has been clarified or confirmed. In the confirmed situation, this suite won't be available until an authorized external company provides the sanitization service and allows its release for operation.





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