

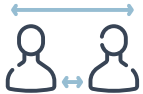


Health & Safety Protocols

General Guidelines

(involves all staff and areas)

6 ft / 1.5 mts



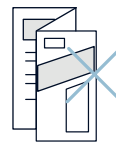
Avoidance of physical contact among staff and between staff and guests



No shared-use objects: always new or disinfected



Safe interactions between guests and staff:
Use of plastic screens, distancing, PPE



No paper forms, brochures, receipts, etc

Arrival / Front Desk



Luggage sanitization upon arrival



The Excellence Collection app for a paperless stay with digital menus, dining hours, entertainment schedule, and more



Brief welcome and info explanation



One-time shoe sanitizer upon entrance to property

Public Areas



Constant sanitizing of floors, furniture, high-touch surfaces throughout the day



Touchless soap/gel dispensers available throughout the property



Safety cones to indicate areas or objects to be sanitized after being used



Floor markings to help guests identify proper distancing recommendations



Pools, air conditioner vents, etc comply with top international standards of hygiene and safety



Additional separation to guarantee physical distancing on the pool area, beach lounges, lobby and other areas.

In Suite



Housekeeping and all in-suite staff with additional PPE



Thorough medical-grade disinfection of suite and all its components after departure of every guest



Daily cleaning includes deep sanitizing of all surfaces and amenities with hospital-grade products



Deep cleaning and sanitizing of all bed linen daily, and pillows/mattress sanitizing before every new guest



No other staff member enters suites after cleaning / sanitizing is performed



Turndown service provided only at guest's request

Spa



Additional PPE including full face mask, gloves, shield, for staff performing certain treatments



Increased protocols for cleaning and sanitizing of all areas and equipment



Reduced capacity and schedules for treatments, hydrotherapy circuits, and the like



All treatments have a longer duration to include the new health & safety protocols. Disinfection of treatment rooms after every use.

Food and Beverage



Reduced capacities and increased distancing between seats, tables, at every outlet



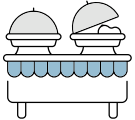
Additional staff PPE and protocols for Room Service deliveries



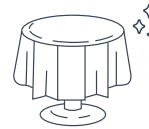
Safe distance for interaction with hostesses, waiters, and the like



Traditional buffet concept has now been replaced by Assisted Buffet service, with further safety and aid by our staff

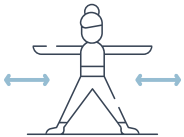


Physical barriers to avoid potential contamination of food and drinks while they are prepared or served

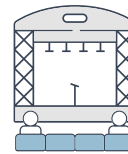


All tablecloths changed new for every service while cutlery, accessories served after guest's arrival

Activities and Entertainment



Increased social distancing



Limited amount of participant guests



Only outdoor activities, well ventilated areas



Modified selection of activities and performances, friendlier with the new normality.

Back of the Office



Thorough cleaning and sanitizing of shoes, uniforms, working tools at every new shift



Strict control of hygiene and health conditions for individual staff members on a daily basis



Extensive training and updating on protocols and theory to all staff members



Close attention to myriads of small details, mostly unseen by guests