

SAFE CLEAN STAY

BY HODELPA

**SAFETY, HEALTH
AND HYGIENE PROTOCOLS**



Emotions
AN EXPRESSION OF HODELPA



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SAFETY, HEALTH AND HYGIENE PROTOCOLS

The safety and well-being of our clients and employees has always been a priority for our hotels. This can be evidenced thru our various certifications received by Cristal International Standards, one of the industry's highest-level certifications, verifying best-of-class processes for quality and safety. Today, more than ever, we honor this commitment by implementing a comprehensive COVID-19 health protocol. Our new SAFE CLEAN STAY program creates new policies and procedures in our hotels beyond our already established rigorous health and safety protocols.



CRISTAL

INTERNATIONAL STANDARDS



POSICheck 



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STAFF

- Team members go through a temperature control to access the hotel.
- At the staff and service entrance we have shoe sanitizing floor mats designed to disinfect the bottoms of footwear.
- The transportation of our staff has been re arranged to comply with social distancing regulations. It also undergoes a spray disinfection process prior to each use.



- Adjustment of the schedule and installation of staff cafeterias to maintain distance and hygiene and disinfection protocol.
- All personnel comply with a training plan to apply the new standards required by national and international organizations in the hotels and restaurant industry.
- The staff has a communication protocol for any suspicious case and appropriate treatment. They are aware of POSI (Prevention of Spread Infection) protocols.



CHECK-IN / LOBBY

- Guests will complete a health declaration form, confirming virus-free wellbeing. A review of guest travel records for the past 14 days will take place, to avoid travel from hot spots.
- Thermal imaging cameras have been placed at the reception entrance.
- Mandatory use of disposable gloves and corporate mask for reception staff and porter.
- Guests luggage will be immediately disinfected upon arrival.
- Luggage carts will be disinfected after each use.
- We have deleted the use of keyholder for the moment, the key will pass by UV light before each use.
- A disinfected mat is placed at the entrance so that guests can sanitize their shoes on arrival at the hotel before entering the main lobby.
- Floor markers have been installed to respect social distancing guidelines.
- Placement of acrylic screen in the counter where team members interact with the guests.
- The front desk has information and protocols so that guests can be up to date on the measures we are taking. Throughout the hotel you will also find information screens.



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ROOMS

- Rooms are subjected to a disinfection and ozone treatment process before and after each use by other clients.
- A room seal is placed on doors to indicate to guests that their room has not been accessed since being thoroughly cleaned.
- Guests who don't want to have their room accessed by housekeeping during their stay will have "Clean Upon Request" available.
- The cleaning staff has the POSI certification, Prevention of contagious infectious diseases.
- Cleaning staff always wear gloves and face masks at all times.
- Our cleaning products have post COVID 19 certifications.
- All contact surfaces are disinfected daily (remote controls, desks, switches, etc.)
- Bedding and curtains go through a vaporization process to eliminate any possibility of virus after the clients have left.
- The ductwork and filters of the air conditioners undergo a cleaning and disinfection process with each use of the room.
- All faucets and bathroom surfaces go through a high temperature vaporization process to guarantee the elimination of any virus.
- Guests are provided a kit of amenities to be used during their stay. Gel and disinfectant alcohol is included in the amenities.



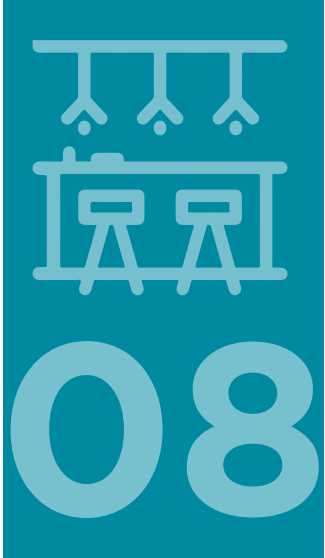
POOL & BEACH

- The dosages and parameters of the pools have been adapted to the new post-COVID 19 standards. Monitoring is carried out every two hours to ensure that these parameters are maintained.
- The maintenance of social distancing and the number of bathers will be controlled according to the new parameters and OMS requirements.
- Chairs, tables, and lounge chairs are disinfected after each use with products that guarantee the elimination of possible contagion.
- Pool towels go through a rigorous disinfection process in the laundry, and before they are delivered to the guest, a steam shock is applied.
- Delimitation of pool hammocks to maintain distance between clients.



FITNESS CENTER

- The gym is closed twice a day and an ozone treatment is applied. In addition, we have properly protected staff to disinfect the equipment after each use.
- Access is controlled according to the capacity to maintain distance between users.
- We have disinfectant stations at the disposal of the clients while using the facilities.
- The towel dispenser undergoes nebulization and disinfection with the approved product. This is applied every hour to all the dispensers.



RESTAURANTS & BAR

- We work with a la carte modality in city hotels and show cooking for resorts.
- Disinfectant gel stations are placed at the entrances and exits of our restaurants.
- We have eliminated the use of menu folders, the menus are on strategically located digital screens.
- Utensils are sanitized in machines at temperatures above 650 and with certified post COVID-19 products.
- All utensils, glasses and equipment go through a strict protocol of disinfection by aspersion and ultraviolet lamp to ensure safety before going to our kitchens.



- Restaurant seating allows social distancing with the tables and chairs sanitized daily and through the service period.
- People circulation areas are marked and demarcated to avoiding crowding.
- In buffets, access to the food area is controlled according to the established capacity, avoiding crowding.
- Temperature control of kitchen, restaurant, and bar staff before going to work.
- Protective acrylic display has been installed to protect the interior of the bar.



BACK OF THE HOUSE

- We only work with suppliers that comply with the new post-COVID 19 protocols.
- We have defined the reception area in three areas: Arrival area, all products go through a strict disinfection control, a transition area, and a clean area for products after they have been disinfected.





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COMMON AREAS

- All floors, hallways, elevators are disinfected daily using a process approved to meet post-COVID 19 standards.
- Fumigation procedures comply with international standards against viruses and bacteria.
- Shoe sanitizer mats are located at the hotel entrance and each floor of the elevator entrance.
- Antibacterial gel dispensers are available in numerous locations for hand sanitizing, including the the main lobby, front desk, bar counters, the fitness center, entrances to restaurants, the spa, and public restrooms, as well as throughout back-of-house areas for employees.
- Public Bathroom: Installation of gel dispenser at the entrance and exit, automatic paper towel dispenser, disposable toilet lid protector dispenser, higher capacity blower dryers and pulsometers with sensors in toilets to avoid manipulation and contact



CONVENTION CENTER

- The capacities of our meeting rooms have been readjusted to maintain the established social distance.
- Meeting rooms are treated with ozonation and electrostatic spraying after each use.
- The entrances and exits are separated to avoid crowding and maintain distance between clients.
- All furniture is disinfected after each use.





ENTERTAINMENT & SPORTS AREA

- We have reduced the capacity of the amphitheater to maintain distance. Access to the theater is controlled and seats are assigned.
- Disinfection procedures for tennis equipment are applied after each use (rackets, balls, chairs, and other contact surfaces).
- Bats and balls must be disinfected after each use (batting cage).
- The Bow and Arrow is used while maintaining distance, bows and arrows are disinfected after each use. A single shot by arrow.
- The use of common snorkeling equipment is eliminated, only that which belongs to the client.
- The use of shared respirator (oxygen regulator) in diving equipment is canceled.
- Increase the inventory of games to be able to apply cleaning and disinfection procedures after each use.
- Eliminate games that do not allow a disinfection process, such as paper card games.
- Acrylic display is placed in the game office to deliver and interact with customers.
- The Disco is closed until further notice disco nights are held in the pool area. (Open area and maintaining distance).
- Children's Club activities have been replaced with an alternative Kids program.

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