

## EMPLOYEES



### Our Great Paradise Family:

#### Employees; caring of ourselves to look after you!

Everyone of our co-workers have been trained according to the guidelines of the Public Health Ministry and Government Institutions, to create Prevention's Manuals for every area and department of the Paradise Village Hotel.

We took care of every single aspect to protect your health and our teammate's.

All our employees will be wearing their personal protective equipment according with their activities and interaction with others.

The working instruments will be sanitize constantly at the beginning, during and at the end of every service.

Upon entering the property, every one of our collaborators must go through the sanitary filter to comply with the following measures.

Hand washing with soap and water. Sanitizing footwear. Body temperature Screening.

## GENERAL MEASURES

We have installed thermal imaging cameras to detect human body temperatures upon arrival as established by the health authorities, for both guests and collaborators.

We have electronic antibacterial gel dispensers in the different common areas within the hotel; we invite you to sanitize your hands frequently.

Throughout the property, you will find signage with hand washing prevention measures and social distancing, among others, to promote new hygiene and safety habits.

Constant sanitation is being performed on all frequent contact surfaces, such as handrails, door handles, and elevator buttons, to name a few.

We have an active "Covid Suspicious Case Management" protocol, being enforced by the Manager on duty.

We have installed acrylics shields at the front desk, counters, exchange rate window, and all the guest service areas.

Capacity in different events is reduced in many areas, in particular attendance to shows, recreational activities and entertainment's participation, as well as, to ensure social distancing.

Elevators will limit capacity and signs are posted to let you know the maximum permitted users or attendants.

Room charges (Cash Less) are promoted in all areas of the Hotel, avoiding payment in cash.

We place sanitizing mats for footwear, containing disinfecting solution, at the main entrances.

## ARRIVAL AT THE HOTEL



### To welcome you to Paradise Village

#### Arrival at the Hotel, Bellboys, Front Desk and Concierge.

Upon arrival, for the moment, the bellman will not open the doors of the vehicles or assist you when leaving the vehicle.

In addition and temporarily, the valet parking service has been suspended.

Our bellman will take care of your luggage, unloading them from the vehicle and sanitizing them properly before delivering to your door and will not enter your room.

Every one of our passenger's vehicles are frequently sanitized, especially after each use.

The Hotel's transportation will have a maximum number of guests per transfer; respecting social distancing.

At the Front Desk, the floor have marks to indicate the distance to keep between people to people, at the places where it is customary to queue.

Our staff will wear, at all times, their personal protective equipment as, facemasks, face shield and gloves; following the established sanitization measures for hands and their area as established in the internal manual.

A symptomatic questionnaire is mandatory to be applied to all our guests, a requirement requested by the health authorities.

Guest's common areas have displays informing about the new hygiene measures taken throughout the complex.

After each service, all objects, equipment and surfaces in common use will be sanitized.

When the number of guest's departures exceeds ten people, a meeting room will be used for the check-out process, thus ensuring physical distance.

For the use of the hospitality room, the blankets will be delivered individually in a sealed bag; guests can return them, once used, in the same bag



## ACTIVITIES AND ENTERTAINMENT

To access to the Kid's Club, both, guests and collaborators must follow hygiene measures using antibacterial gel and the sanitizing mat.

The Kid's Club, the macaw shows and the animal encounter, as well as sports activities such as water polo, water basketball, volleyball and beach soccer, have been temporarily suspended.

All furniture, equipment, instruments and games will be carefully sanitized after each use.

The activities, tournaments and contests in the pool will be carried out respecting social distancing; promoting, in its majority, games where the guest participates from their lounge chairs.

The shows and activities will be developed in such a way that they allow controlling the established gauging and respecting the healthy distance between people, with a minimum of 1.5 meters, (5 feet) between each spectator.

The activities team will constantly promote hygiene and healthy distance measures by microphone and in their announcements, as a kind reminder for both guests and collaborators; These actions are vital to reinforce our new habits of sanitation and hygiene.

## CARE IN ROOMS



### It is time to rest?!, enjoy your well-deserved vacations.

Each room will go through a rigorous cleaning and sanitizing process before and after each guest's arrival and departure.

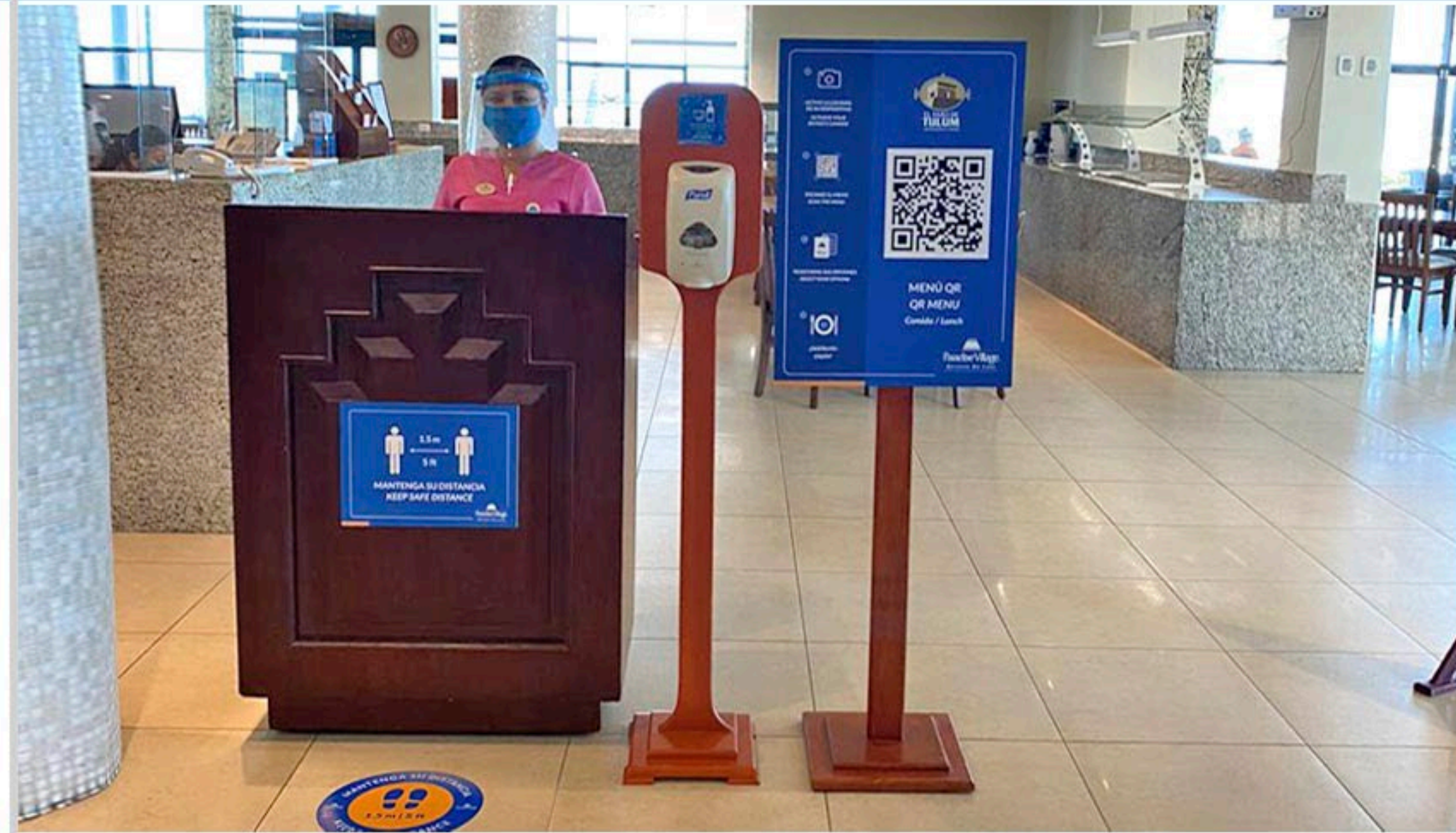
Each room is properly nebulized when vacated.

The linens in the rooms are changed in a daily basis through a strict management program, in interaction with the special process of washing them.

Temporarily we reduced the use of any printed information as brochures room service menu and magazines in the rooms, if a guest needs them, they will be available upon guest's request.

The beverage kit will be available upon request of guests during their stay; unused products will be completely discarded.

## FOOD AND BEVERAGES



### Restaurants, Bars, Room Service, Banquets + Gastronomy

We offer food service buffet and à la carte, Bar service is temporarily suspended.

You can check our menu posted on a mobile whiteboard, also available via QR code. We manage 50% capacity in each of our restaurants.

Our tables will be installed respecting social distancing.

Easy to see signs are posted in every restaurant to respect the 1.50 meters (5 feet) as social distance, in case that a line is generated upon entering it; advance reservations are suggested to avoid queues.

We have an electronic sensor dispenser with 70% disinfectant gel, available upon arrival and departure of the guests.

All areas, furniture, equipment and utensils will be sanitized with the frequency established in the internal protocols to reinforce safety and hygiene.

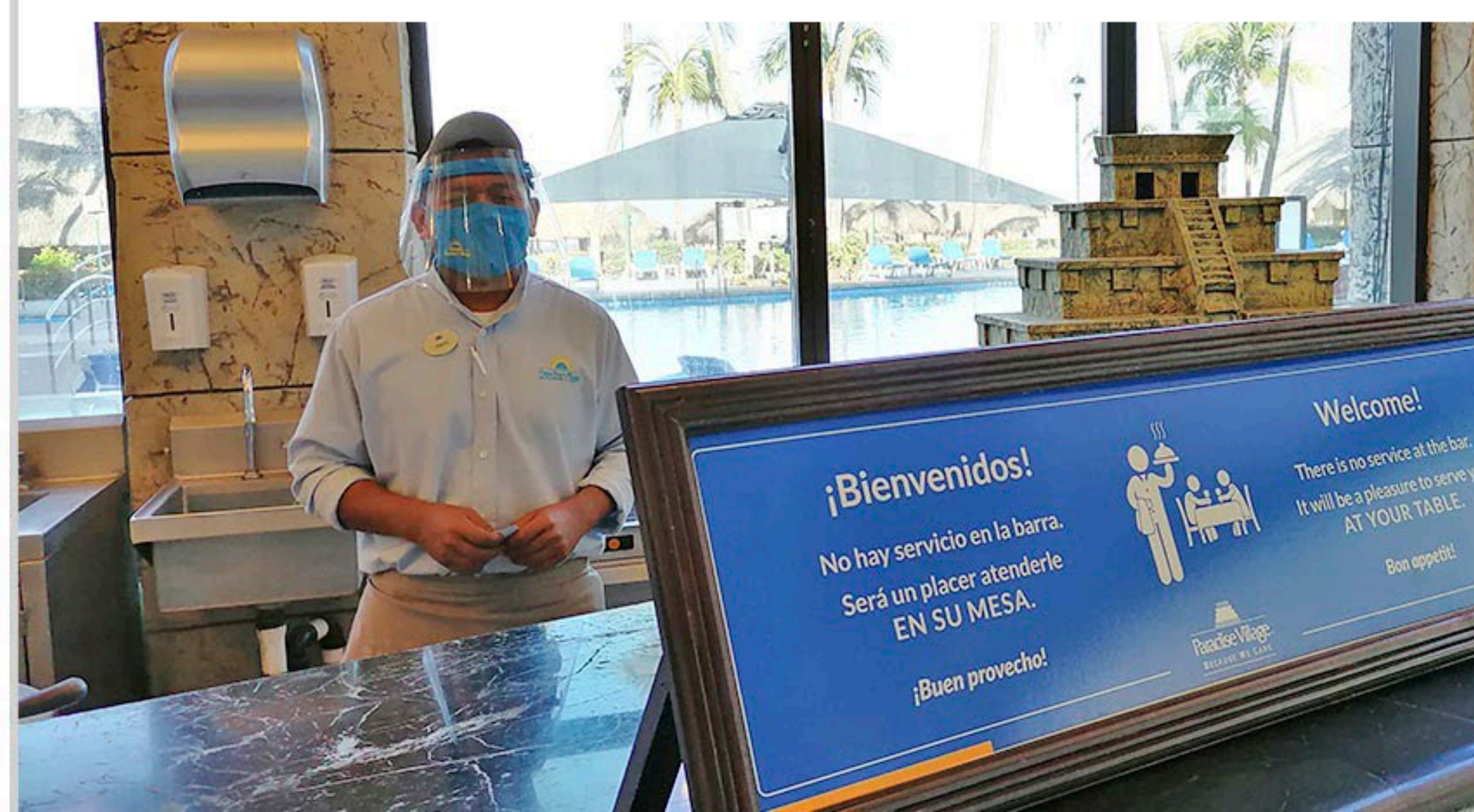
The setup of our tables will be carried out exclusively for each diner; without using tablecloths of any kind or fixed elements in common use such as napkins, vinaigrettes, saltshakers, table numbers and any other decorative object. Everything will be delivered individually and at the request of the guest.

At each change of dinner and service, these places will go through the corresponding cleaning and sanitize process.

Room service is delivered at the door of each guest's room, without the waiter entering the unit.

Room Service is still available under QR code posted at the front face of your in room telephone, also a push button is programmed into the same device, but if you require a room service menu physically, it will be delivered and disposable after each use.

Our banquet service is all the hygiene and social distancing measures to ensure compliance with our health standards.





## SPA, BEAUTY SALON, WATER RITUAL, GYM AND FITNESS ROOM

Once opened, we have to limit the entry of guest up to 30% of the total capacity of the Spa; to ensure social distancing.

In our Spa facilities, there will be a procedure for cleaning and sanitizing counters, toilets, whirlpool tubs, massage tables, loungechairs and chairs for rest and waiting, every hour or after each guest's use.

All our collaborators will use their personal protection equipment; as face masks and masks; and gloves for handling chemical products.

We will have non-contact antibacterial gel dispensers at the entrance to each area of the Spa, for the use of guests and collaborators.

Clean textiles will be placed in transparent bags immediately upon return from the laundry, separated by kits depending on the area; and they will be delivered individually to each guest or collaborator.

For now, the personalized service of amenities (water and tea) will be suspended, we will have dispensers for disposable supplies so that guests can serve themselves.

The menus will be single use, to avoid contact.

The furniture for guests must be arranged respecting the healthy distance.

We will ensure that no crowding occurs at all times, with the proper assignment of staff to conduct traffic within the Spa. At the gym, every one of the equipment will be sanitized after each use, and frequently, even if they have not been used.

The physical touching interaction between the instructor and the guest is not allowed, the instructor will be able to give recommendations and samples of the exercises with social distancing.

Guests must enter the gym in turns, respecting the healthy distance between them.

In the fitness room, all instruments (balls, rollers and cushions) will be available at the request of each instructor, prior to their class.

All equipment to perform every class will be sanitized before and after each use, as well the classroom will receive a treatment to disinfect every single surface.

The lockers area will have a maximum capacity of two people at the same time, within the area.

Each guest will receive an individual kit, with textiles and amenities.

The massage booths will not be reassigned after each use, to ensure proper sanitation. Our booths contain the minimum and indispensable number of articles, which are completely removed after each service.

At the close of the operation, the entire Spa will be sanitized according to the maintenance program.

## POOLS; JACUZZI & BEACH

### Outdoor areas; pools; jacuzzi & beach

We are carrying out a rigorous analysis of drinking water, swimming pools and jacuzzis.

The garbage cans will undergo a rigorous sanitation treatment, after being emptied. In the pool area, a distance of 1.5 meters, (5 feet) will be kept between each pair of lounge chairs and tables, at the moment it will not be allowed to move them or change their disposition.

In the beach area, we have alternated rows of lounge chairs with empty spaces, applying the rule of social distancing.

Our public area staff will sanitize and nebulize all the lounge chairs and chairs at the pools and beach, every time guests vacate them; ensuring their hygiene for a new use.

Huts at the beach as well as pool umbrellas will receive a fumigation, sanitized and disinfectant treatment during the night shift every day.

At the towel stand, a strict procedure for the delivery of clean towels is followed; the guests, for subsequent treatment in the laundry, will deposit the used towels in special containers.

Without interaction with collaborators. Amusement items such as shuffleboard, bocce balls, and boogie boards are sanitized and disinfected each time a guest uses them and return them to the towel rack, recording a log of the process.

Public toilets are spray three times a day, as part of the rigorous cleaning and sanitizing process.

## LAUNDRY

The staff will have the regulatory personal protective equipment throughout the working day.

For security, each department has been assign a laundry shift to deliver used uniforms.

We will have a single person in charge, in turn, to supervise the reception of the used uniforms in each area.

Clothing transportation vehicles will be nebulize and sanitized every time they enter the Hotel from the basement.

Our suppliers of chemical products have improved their formulas; we have also increase the water temperature for washing process, ensuring hygiene and safety of clean linen.

## MAINTENANCE

Rooms will not be reassigned back to back to new arrivals, they will be properly sanitized after each check out.

Into the rooms; maintenance room operators will wear their full personal protective equipment, face masks, mask, gloves, disposable shoe covers and overalls as required; avoiding unnecessary contact with surfaces.

Our electric nebulizers can guarantee to disperse fine particles small as 0 up to 70 microns will be to make sure that this process is applied properly, the application started from inside to outside, and from the top to bottom, to ensure all surfaces are covered.

The final disinfection is carried out with specialized equipment, by means of a thermal fogger and ozone generator, with which the maximum penetration efficiency is achieved in elimination of viruses and bacteria even in the hidden spaces.

The Filters of the main handler A/C units are sanitized one by one according with guest's departure, nebulize products are based in advanced nanotechnology (AOP) certified by FDA, OMS & EPA. To complete the disinfection process we nebulize A/C pipes and ducts with quaternary ammonium cation as disinfectant and purified air conditioned.

We will carry out two daily samples of the concentration of the water that reaches our receiving bodies (tank cisterns), for proper control of disinfection, and supply-use of our food processes and general household use.

For the treatment of our pools we follow the quality control process in accordance with the Official Mexican Standard 0245, for optimal physicochemical and bacteriological control of the water; with the purpose of minimizing the risks to the health of the users.

Implemented process of nebulization and disinfection program are applied frequently into different areas and the , products used are totally current according with the official standards.