



**PURELY  
PALACE**



**2022 SAFETY AND  
HYGIENE PROCEDURES**



## GENERAL

- 1** Staff are to practice social distancing by standing at least **1.5 m (6 ft)** away from other person.
- 2** Handwashing is indicated at least **every 30 minutes** or when necessary. For example, after blowing your nose, coughing, sneezing, scratching, going to the bathroom, touching money, handling raw meat, touching door handles, doors or equipment, etc.
- 3** Avoid touching eyes, nose or mouth with your hands.
- 4** Cover your mouth and nose with a tissue after coughing or sneezing or into your elbow, then throw the tissue in the trash and wash your hands immediately.
- 5** Staff should shower daily and wear clean clothes every day.
- 6** Avoid shaking hands, hugging, or kissing people as part of a greeting.
- 7** Avoid the use of cellphones inside the facilities. If necessary, it will have to be disinfected to prevent contamination through personal objects.
- 8** When responding to questions about COVID-19, avoid personal statements and emphasize the important actions and measures carried out at the resort to protect our health.
- 9** Vinyl floor graphics will be used to clearly show guests the distance they must maintain between one another when standing in line.
- 10** Avoid wearing jewelry that hinders hand hygiene, such as charm bracelets, woven or leather jewelry, as well as ties or ornamental objects. Watch must be resistant to frequent handwashing.
- 11** Cleaning staff/crew will sanitize with **Bactericide I** indoor/outdoor office surfaces, equipment, or frequently touched objects, such as doorknobs, door handles, switches, railings, telephones, computers, desks, armrests, etc. Each department will be responsible for cleaning offices and equipment thoroughly during shifts.
- 12** Gloves must be worn to perform specific actions such as folding towels or napkins, cleaning silverware and glassware, and delivering petit fours. Staff should try not to interrupt the activity to make better use of gloves.
- 13** All staff is required to wear protective face masks. It will be watched that staff members and guests do not wear wet masks or while swimming.
- 14** Staff should inform Public Relations of any possible sick guests and inform Human Resources of any sick staff.
- 15** Assign a room to brief each department, making sure you have enough space to respect the healthy distance between everyone. These briefings will reinforce our health protection and prevention measures.
- 16** Product vending machines must have sanitizing gel for use before and after touching buttons or surfaces.



## GENERAL

- 17** Each resort must form a **Health Protection and Prevention Management Committee** as well as assign a person in charge dedicated to ensuring correct implementation of all new health actions.
- 18** Suppliers and concession holders such as Hotel Shops, Palace Elite sales staff, or any other person who is not a guest will enter resorts through the personnel access area to comply with the health screening.
- 19** Health measures and information is posted in guest and team member areas, such as handwashing in bathrooms, basic symptoms of respiratory diseases, avoidance, physical greetings, etc.
- 20** The front desk area will have face masks to provide to guests upon request.
- 21** Steward, maintenance, and public areas will keep records of all maintenance, cleaning, and disinfection tasks.
- 22** Printed materials such as magazines, brochures, and books will be eliminated in areas such as front desk, pool concierge, desks, and wherever else as necessary.
- 23** Face masks will be changed every **4 hours** and gloves **every 3 hours** or for the duration of the specific activity without interruption. Face shield or safety glasses are they will clean with **authorized chemical product** whenever it is necessary or at least every hour.
- 24** Team members must not congregate in common areas and should maintain a healthy distance.
- 25** Women must wear tied-up hair. Men must have short well-trimmed hair and/or beard. Nails must always be clean.
- 26** Sharing utensils, work tools, or personal objects without proper disinfection is prohibited.
- 27** In the staff members' canteen, the mask will be removed only when seated at the table and placed inside a bag or napkin and on the table or tray. It will be removed with clean hands, taking it by the straps or springs, folding it in half, with the inside facing in and without touching the outside. Wash or disinfect hands after putting it on.
- 28** In the staff members' canteen, users must disinfect the table after use.
- 29** The use of safety glasses is mandatory for all employees who serve guests (Does not apply if they use Prescription glasses or use a physical barrier such as an acrylic screen).





## HOUSEKEEPING

- 1 Cleans and disinfects all high-contact surfaces with **Bacteriacide I** such as breakfast tables, desks, telephones, door handles, peepholes, drawer handles, minibar door and liquor dispenser, switches, tent cards, railings, safe, TV control, iron and hairdryer (including filters).
- 2 Changes bed linen after every checkout, including pillowcases, sheets, sheet and duvet, also towels.
- 3 Every room should be fogged with **Citrogen HD** upon every check out. A Purely Palace sticker will be placed on the door indicating the room has been sanitized.
- 4 Extra pillows, blankets and towels will be delivered upon request in an individual single use bag.
- 5 Cleaning will be avoided as much as possible while guests are in the room.
- 6 Does not shake off dirty linen and avoids any contact with skin and uniform.
- 7 Keeps a supply of **hand sanitizer** in each trolley and applies it after cleaning each guest room.



- 8 The use of face masks, gloves and face shield or safety glasses is mandatory and must be washed and disinfected correctly.
- 9 Hospitality rooms will be cleaned and sanitized and the door will be closed with a Purely Palace sticker after each use. N/A fogged.

## ENTERTAINMENT



- 1 The Fitness Center, bowling alley, Wired lounge, and The Playroom Kids Club should include units to dispense **hand sanitizer** at the welcoming entrance or reception areas. The staff will have guests apply hand sanitizer before entering the area.
- 2 In the Gym, Bowling, Wired Lounge, miniature golf, bicycles and Playroom, all the equipment, mats, games and toys will be cleaned after use or whenever necessary with an **authorized disinfectant product**.
- 3 All entertainment areas will be fog sanitized 2 times a week.
- 4 In Play Rooms, ball pools are temporarily suspended.
- 5 The games and toys in the Playroom are disinfected with **Citrogen HD** after use or whenever necessary.
- 6 AV equipment such as microphones, headphones, or multi-touch equipment should be properly disinfected after each use.
- 7 The Master of Ceremonies (MC) may take the mask off during the presentation of the show.



## AQUASAFARI

- 1 Lockers must be disinfected after each use. Alternatively, customers will be asked to store their items in closed containers such as a plastic bag or canvas tote bags.
- 2 In ballrooms and on board the boats there is antibacterial gel, as well as trash cans with lids for disposal and separation of waste.
- 3 The rented equipment will be disinfected after each use, paying special attention to regulators, vest, tubes and visors.
- 4 The equipment return areas must be kept separate from where the disinfected equipment is stored. Access to clients in the area where the already disinfected equipment is stored is prohibited.
- 5 The rented equipment must be washed and disinfected, the pools for guest equipment and those of staff members will be assigned and marked.
- 6 The boats must be disinfected with **sodium hypochlorite** before and after each service.

- 7 The use of buckets of water to rinse the visors is prohibited and the use of saliva to wipe them should NOT be allowed. On board the boat there will be a special product to wipe the visors (500 psi plus defog) and this will be provided by the crew. The visors should be rinsed in open water.
- 8 Those responsible for refills should use their PPE (masks, gloves, previously disinfected shoes) and follow the correct hygiene procedures. People who are not in charge of recharging should not be around the already charged tanks.

## 9 COURSES AND GRADING

Hands will be cleaned or disinfected before and after assembling or having contact with the equipment. Before filling cylinders, service valves or regulators or attending the theory meetings.

- 1 Sanitizes frequently touched surfaces, equipment and objects with **Bactericide I every 4 hours** or as many times as needed. Items include door hardware, handles, switches, handrails, railings, restroom furniture, desks, armrests, phones, remote controls, elevator buttons, etc. All cleaning and disinfection tasks of areas will be logged.
- 2 Sanitizes after each use and constantly frequently touched objects as board games, books, balinese beds and loungers, etc.
- 3 Provides **hand sanitizers** dispensers throughout the resort including restaurants and the front desk. There is a lay-out with the location of said stations, and refilling and cleaning of their containers are logged.
- 4 Furniture will be separated in common areas such as the lobby, spa, etc. At the pools and beach, the Balinese beds and loungers will be separated two by two, respecting physical distancing guidelines.
- 5 Electrostatic nebulization with **Citrogen HD** will be performed in ballrooms before and after each use.
- 6 A maximum of 4 people per elevator will be established in vertical hotels and 2 people in horizontal hotels. When the users are members of the same family, the maximum capacities of each elevator may be respected.

## PUBLIC AREAS

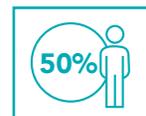


- 7 Gloves, face masks and face shield or safety glasses are used for general cleaning tasks and in closed areas such as restrooms, offices, spas, treatment rooms, etc.
- 8 A cloth applied with a chlorinated solution or other authorized chemical will be used to clean high surfaces, as cleaning these areas with a dry cloth could disperse dust.
- 9 Cloths, cushions, towels or any clean and/or dirty textiles are not shaken off and are to be transported in closed bags or containers. The use of compressed air in any cleaning process is prohibited.
- 10 Gloves are used to handle clean and/or dirty towels; avoid shaking them at all times. Towels are to be transported in closed bags or containers.
- 11 **Hand sanitizer** station is located next to the ice machines for guests to use after operating it.
- 12 There are enough marked containers to dispose of worn or mistreated mouth masks. Their location will be in the staff members' main access and in strategic points of the resort such as the lobby area for guests.



## F&B

- 1** Guests should be reminded to use **hand sanitizer** when entering the restaurant.
- 2** A la carte restaurants russian or gueridon service are maintained with due distance and precaution.
- 3** Staff will disinfect tables by using **antibacterial Wypall** and rinsing with water frequently.
- 4** Placemats, tablecloths, and napkins will be replaced for clean sets after each service.
- 5** Wash and disinfect the tablecloths with **chlorine** after each service. The trays must be washed and disinfected at the beginning and end of the shift, during the service they will be disinfected with chlorine after lifting 95's.
- 6** Tables, armrests, and coffee tables will be sanitized with **antibacterial Wypall** assigned for cleaning tables after each service.
- 7** Staff will sanitize restaurant, snack, and cocktail menus after each use with **antibacterial Wypall** assigned for cleaning surfaces.
- 8** Staff will sanitize condiment holders with **antibacterial Wypall** assigned exclusively for cleaning surfaces in direct contact with food.
- 9** Kitchen, restaurant, and bar staff must wash and disinfect their hands **every 30 minutes**.
- 10** Guests will be able to look browse menus by scanning a QR code. This will be an alternative way to avoid physical contact.
- 11** The person removing the leftovers from 95's by dishwashing area will be required to wear a face shield or safety glasses at all times. Mask will be cleaned and disinfected after use.
- 12** Clean/dirty tablecloths and napkins are to be bagged, and the bags are to be kept closed.
- 13** The restaurant's service stations are cleaned and disinfected **every hour** with **disinfectant gel** to be used only when necessary, since its use cannot replace hand washing.
- 14** In buffet restaurants, the hostess will inform guests that the use of face masks is mandatory to enter and go to the buffet, as well as the use of **disinfectant gel** before serving food. When accompanying them to their table, hostess will show the entrance and exit of the buffet.
- 15** In the podium of the buffet restaurants there will be face masks that will remain safely stored to provide the guest only if necessary. It is forbidden to take food from the buffet.
- 16** All types of self-service food setting will be avoided. The buffet will operate assisted by staff members located behind the bars; where it is not possible, self-service will apply.
- 17** The buffet will have at least one entrance and one exit, and a staff member who will ensure that guests wear face masks correctly and will provide disinfectant gel upon arrival, always before food is served. Unused accesses must be canceled with a single row or something similar.





## F&B

### SOMMELIER

- 18** The sommelier will fill the cellars ensuring that the bottles are clean and disinfected.
- 19** In the case of house wine, the bottle will not be left at any time. The bottle will be taken from the bar, the label will be presented confirming that it is the wine that was requested (Country, grape, winery), it will be served and later it will be left at the service stand or brought back to the bar.
- 20** For sale wines, at the end of the service the guest may take their bottle if they have not finished its content, if they do not want it, the bottle will be discarded in its entirety to avoid contamination.
- 21** If the guest asks the sommelier to taste the wine due to a quality situation or simply an opinion or doubt, the sommelier should wash or disinfect his hands, take a clean glass with him, keep a healthy distance and request permission from the guest to take the bottle and serve a little in the glass, also to remove the face mask to taste the product, after this he will put on the mouthpiece again.
- 22** In the case of tasting activities as a recreational activity, the distance and use of face mask must be respected. At the beginning of the tasting, the sommelier will remove the face mask and give his explanation, the capacity will be respected being adhered to the rules and there will be a waiter to serve wine, he will carry his face mask at all times and will be aware of the guests keeping his distance when he is not giving the service.

## BARS



- 1** Staff will wash and disinfect bar counters **every 30 minutes** by using a diluted **bleach** water solution for pools, restaurants, and lobby bars.
- 2** The waiter will have a QR code on a tablet offering guests the options to view menus on their mobile device as an alternative to the physical menu.





## BELLHOPS

- 1 Staff will provide **hand sanitizer** for all resort guests upon arrival, after they get out of a car, bus, taxi, or private car.
- 2 High-touch objects will be cleaned and disinfected **every 30 minutes** with **pre-approved disinfectant product**, including equipment, surfaces, podium, desks, computers, telephones, pens, tablets, etc. The bellboy trolleys will be disinfected after each service.
- 3 Upon arrival at the room, the bellboy asks the guests if they'd rather like he enters the room to pick/deliver the luggage or if they'd rather like him to place/grab it outside the door.
- 4 At Check-out, when collecting luggage, ensure a healthy distance and if the guest is not in the room, check that they have not forgotten any belongings without touching and only opening the closet and drawers, upon arrival wash your hands.
- 5 Guests will be accompanied to their room; if guests want their luggage sent to their room, it must be delivered after the guest has entered their room Or before if the guest authorized the breaking of the Purely Palace/Le Blanc sticker.

## HUMAN RESOURCES



- 1 HR will announce and update the prevention strategies to all department managers.
- 2 HR will promote effective sanitation **every 30 minutes** in the break room at The Grand, the employees' waiting room, the nursery room, and armrests inside the bus before traveling.
- 3 Staff will verify the use of **hand sanitizer** before employees start work each day and proper hand hygiene before entering the canteen.
- 4 Coordinate team members' completion and signing of their declarations of health and reinforce their commitment to following the new health measures.
- 5 All team members must be trained in the use of and comply with these guidelines.
- 6 Per our Code of Ethics, there will be NO discrimination of people who have had COVID-19 or have lived with a relative who has or has had COVID-19.
- 7 Ensure there is a spray disinfectant on the canteen survey and staff member services inquiry tablets, as well as the notice requesting its use before and after using the gadget.
- 8 The current epidemiological status will be published to inform staff members the federal authority directions.





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## CONCESSIONS

- 1 They are registered and must comply with all disinfection measures when entering the facilities.
- 2 Team members are aware of and will respect the health protection and prevention measures of the Purely Palace program.
- 3 Team members must wear face masks and the necessary personal protective equipment when performing their duties.
- 4 Concessionaires such as Hotel Shops and DreamArt, will have **disinfectant gel** available to use and the guests will be offered when attending them or when exchanging objects.
- 5 Disinfect or dispose of merchandise containers made from cardboard, plastic, raffia, wood, etc. before guests enter.

## GOLF COURSE



- 1 Golf carts will be disinfected before and after each round by designated personnel.
- 2 Equipment rental such as golf clubs, will be sanitized before and after each round. Each player should use their own equipment exclusively but if they decide to interchange clubs with a team member, it is at their own risk.
- 3 Employees must use face masks at all times and must wash or disinfect their hands after touching any of the players' equipment, including golf clubs, bags or shoes. Employees must have **hand sanitizer** for their own use and for the players.
- 4 Public bathrooms on the golf course will be disinfected **every four hours**.





## OPERATIONS MANAGEMENT

- 1 Management should inform all staffs of the measures to be adopted.
- 2 Management should make sure the service staff has access to sufficient disinfectant solutions and protection equipment to follow the sanitation guidelines.
- 3 Management should ensure compliance of the measures stated on this document.
- 4 Management should activate and coordinate the procedure of Control of Contagious Diseases if there is a CONFIRMED CASE OF COVID-19.
- 5 A security guard will be implemented in the access of personnel to take the temperature of staff members.



## LAUNDRY



- 1 Laundries will ensure the use of appropriate temperature settings and approved disinfectants to wash linen.
- 2 Laundry hampers will be cleaned and disinfected after each use.
- 3 Cleaning established processes for the transport of linen should be used before and after loading.
- 4 Laundry staff should be provided with personal protection equipment such as masks, hazmat suits, gloves, and face shield or safety glasses.
- 5 Textiles such as towels, bed linen, etc. are not to be shaken off or fluffed in the air.





## MAINTENANCE

- 1 Staff should wear face shield or safety glasses at all times when entering the rooms.
- 2 Staff will sanitize blower coils and pipelines in common areas by using **SANI A/C solution**.
- 3 Rooms will be effectively disinfected after guest checkout by using approved disinfectant solutions. Chlorine levels in pools are to be kept at **2 ppm** or in the upper limits of the defined range.
- 4 Maintenance work should be avoided as much as possible while guests are in their room.
- 5 A/C filters will be decontaminated using the Howco program and the swimming pool filters with **bleach**.



## LOBBY TO LOBBY



- 1 Transportation must be disinfected before starting any trip.
- 2 **Hand sanitizers** will be offered and supplied.



## BUTLERS

- 1 At Le Blanc, when guests enter the elevator, their butler will ask about their desired floor and will press the button. Butlers will clean elevator buttons more often if necessary.
- 2 Newspaper print publications are suspended.





## PALACE ELITE

- 1 The commercial area, during the closing of a sale, directly at the table will have the prerogative to ask the prospect whether or not he wears the mouth cover, respecting the healthy distance guidelines and with the acrylic shield as an additional protection.
- 2 All the areas of direct attention to guests, must have the acrylic shield to protect the guests and staff members.
- 3 Vacation Club hosts are to offer guests **hand sanitizer**.
- 4 The hostess will carry out the opening of the show room to confirm the condition of the room, at the end of the tour she'll close the show rooms, the housekeeping will be notified and the rooms disinfected.
- 5 The on-screen revision by the assistant will be reinforced and after completing the capture and revision, she will inform the VLO by phone or what Sapp to review the contract from its equipment and print it.
- 6 **Hand sanitizer** will be offered to prospective members before contract verification begins. Pens and/or any other material will be disinfected in front of them before use.
- 7 Our social responsibility (paperless) will be reinforced by not delivering physical copies of the contract, in order to avoid contact with non-essential physical material (copies will be granted in cases where the affiliate requires it).
- 8 At the end of contract verification, verifiers will wash and/or disinfect their hands and disinfect the desk as well as any material used.
- 9 At the end of each "customer service" the VLO will disinfect his/her desk top and the material used during the process.
- 10 Furniture containing sales stationery must be disinfected **every 60 minutes**.
- 11 The bar supervisor and/or waiters must support the disinfection of the tables and request support from Public Areas to disinfect cubicles used by the sales team after each use.

## POOL CONCIERGE



- 1 The vehicle will be stocked with **hand sanitizer**, and disposable tissues for guest use. Atomizer with **authorized chemical** product in the lower part for disinfecting the furniture. In the area there should be a trash can with a lid and preferably a pedal to dispose tissues.
- 2 At the beginning of the shift, all beds, towel rails, tables, frequent contact surfaces will be cleaned and disinfected, as well as after the guest leaves.
- 3 Food courtesies (skewers and popsicles) will be offered on plates, previously prepared (assembled) by the kitchen staff and will be delivered with tongs to the guests to avoid waste and handling. Only the guest will be able to take the food or the plate if he wishes.
- 4 The sunscreen and tanning lotion will be available, as a courtesy it will be dosed in the guest's hand and if the guest touches the container or requests it, upon delivery it must be thoroughly cleaned and disinfected.



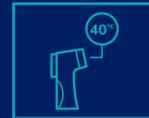
## YACHTS

- 1 The boat will be cleaned and disinfected before and after each service or transfer. Paying special attention to recently handled surfaces, equipment or objects such as: Door plates, handrails, railings, chair arms, etc.
- 2 There is disinfectant gel in sight and available during the guest's transfer/ trip



## FRONT DESK

- 1 Make sure you have **hand sanitizer** available on your desk or counter.
- 2 During check-in, guests are to provide a **Declaration of Health**, and staff will ask permission to take and record each guest's temperature as a preventive measure. For guests requiring antigen testing to return or stopover in a country, please mention the appointment procedure.
- 3 Clear protective screen is installed at all front desks and desks around the lobby as added protection.
- 4 At Le Blanc, hot neck wraps will be sanitized with **pre-approved disinfectant product** after each use.
- 5 Guests will be able to perform digital check in prior arrival, through Palace Resorts mobile application.
- 6 The receptionist explains the policy for the use of face masks as a health measure.



## PUBLIC RELATIONS

- 1 The business center will have disinfectant gel and a notice requesting its use before and after having contact with the equipment.
- 2 Any suspected or confirmed case should be reported to Public relations.
- 3 As a preventive action, staff should advise guests with respiratory symptoms to stay in their rooms until they are seen by a doctor, avoiding the need of the guest to go to the resort's medical center.
- 4 Staff must apply **hand sanitizer** after handling items such as stationery, brochures, pens, etc. with guests.
- 5 Concierge will inform the guest about the cost of the PCR tests and will schedule appointments. Appointments for antigen testing will be made at the Public Relations or Front Desk.



## ROOM SERVICE MINI BAR

- 1 Trays and placemats will be washed and disinfected after each use by using a **diluted bleach water solution**.
- 2 All waiters will wash their hands before and after each service.
- 3 Condiment holders will be sanitized after each service with an **antibacterial Wypall** used to disinfect high-touch surfaces.
- 4 Equipment used by guests such as vases or service tray tent cards will be thoroughly sanitized with **antibacterial Wypall**.
- 5 Placemats and tablecloths will be replaced for clean sets after each service.
- 6 Food should be delivered either covered or plastic wrapped.
- 7 All the products from the minibar left in the rooms after check-out should be sanitized by using a **diluted bleach water solution** to avoid contamination.
- 8 Telephones staff will ask the guest if he wants the waiter to enter the room or if he wants to receive him at the door and will specify it in the command. If the guest is not in the room, food should not be left.
- 9 Transporting food service and 95s together is prohibited.
- 10 Welcome courtesies will be delivered when the guest is already in the room.
- 11 Golf carts and minibar trolleys must have **hand sanitizer** to use when entering and leaving the room.



## CLOTHING WAREHOUSE

- 1 A face mask, face shield or safety glasses, gloves, and a long-sleeved uniform must be worn while separating dirty clothes and changed after completing their task.
- 2 Chutes or carts where dirty clothes are separated must be sprayed with **Citrogen HD** at the end of a shift.
- 3 Dirty clothes should be transported in covered and/or closed laundry carts.
- 4 Carts transporting dirty laundry should be disinfected after use.



## SPA & BEAUTY PARLOR

- 1** At the Spa, the reception staff will kindly ask if they can take temperatures as a preventive measure. In case of symptoms, the staff should inform Public Relations and invite guests to use the medical services provided by the resort.
- 2** Warm towels must be disinfected with authorized product after each use.
- 3** The spa staff will clean and sanitize with **pre-approved disinfectant product every 3 hours** or as many times as needed on all surfaces, equipment, or objects that are frequently touched such as door locks, door handles, lockers, spin cloth dryer lids, switches, handrails, railings, telephones, tablets, elevator buttons, hand-basin amenities, shower dispensers, etc.
- 4** Manicure and pedicure furniture will be cleaned and disinfected after each service.
- 5** A maximum capacity is established and respected in hydrotherapy areas to ensure a healthy distance.
- 6** The use of face masks and face shield or safety glasses will be mandatory for all spa and salon staff. Valets must use a face mask and plastic mask or protective glasses throughout their shift and use gloves in the wardrobe area when folding clothes and dispensing amenities or when accessing kits in warehouse.
- 7** A disinfectant tablet will be placed in the A / C of the cabins to disinfect the area.
- 8** Guests will be able to look through the spa menu by scanning a QR code, making social distancing easier at all PVP desks.
- 9** In the beverage area, the cups of tea and coffee must be upside down and the snacks and nuts must be packed in individual bags, there must be bottled water in case any guest requires it.
- 10** In hydrotherapy areas, the optimum temperature for sauna rooms it is a **40-60°C**; for steam rooms it is **60-80°C**; and for hot tubs it is **39°C**. In Spa Golf Moon for steam rooms it is **38-45°C** and sauna rooms it is **60-70°C**.
- 11** Maintenance operators will inspect the proper chlorine dosages for all pools 3 times a day.
- 12** Hand disinfection is indicated or hand washing with soap and water at least **every 30 minutes** or after direct contact with a guest.
- 13** The testers are to be cleaned before and after use, or individual samples should be used.
- 14** **Hand sanitizer** will be placed in the hydrotherapy vanity and the personal hygiene amenities will be presented in individual plastic wrap, such as cotton swabs, combs, rakes, makeup remover pads, toothbrushes, etc. Deodorant, hair gel, body cream, dryer are at the request of the guest.
- 15** Reception will have **hand sanitizer** available and it will be offered to the guest upon arrival
- 16** In room make-up and hairstyle services, the established capacity must be respected, the stylist must carry out the cleaning and disinfection process of the area, equipment and products (make-up) before and after the service.





## STEWARD

- 1 Staff verifies the effective functioning of dishwashers and glasswashers by checking that the water is at the right sanitizing temperature.
- 2 At canteens, frontline staff will provide each employee with utensils or cutlery sets to avoid multiple person-to-person contacts.
- 3 Staff will make sure the chemicals needed for dishwashing machines, dispensers, handwash station supplies, etc. are constantly restocked.

- 4 There must be a spray bottle with disinfectant and a towel in the staff member's canteen for users to clean and disinfect the table after use.
- 5 At buffets, we must make sure there are anti-sneeze screens on the counter tops and the change the tongs, spoons or any utensil whenever necessary or **every 30 minutes**.



## SECURITY



- 1 Staff will make sure all employees, contractors, and visitors use **hand sanitizer** prior entering the hotel facilities.
- 2 Security access control staff near the employees' canteen will verify and promote regular and thorough handwashing before entering the facilities.
- 3 Security will inspect the entrances and exits for staff, visitors, and suppliers to avoid crowding and to respect healthy distances.

- 4 Suspicious case of a staff member is code 31-19 and for guests is code 30-19, and confirmed case is code 58-19.
- 5 Security guards who are taking temperature should wear a face shield or safety glasses.





## DRIVERS

- 1 Drivers of golf carts, lobby-to-lobby buses, and vans should be completely cleaned and disinfected using **pre-approved disinfectant product**, including armrests and railings, **every 30 minutes** without exception.



## STAFF TRANSFERS



- 1 All team members must wear face masks before getting on the vehicle and during the journey.
- 2 Drivers should have **hand sanitizer** at all times and will ask passengers to apply it before getting into a unit.
- 3 Transfer vehicles should have information regarding basic health prevention measures made visible to passengers.
- 4 Consuming food inside transfer vehicles is prohibited.



## GUEST TRANSFERS

- 1 Units are cleaned and disinfected after each service, focusing on the areas of greatest contact, such as door handles, seat belts, armrests, etc.
- 2 **Hand sanitizer** will be available in all units.
- 3 Operators must wear face masks the entire time they are in the resort facilities and during the transfer.





## MEETINGS AND SOCIAL EVENTS

- 1** The Conference Service Manager (CSM) or Wedding Coordinator will guarantee the participation of essential staff only, from the beginning of the planning process without jeopardizing the event flow, including pre and post con meetings and wedding interviews on site. Always following **social distancing** protocol between each other.
- 2** Enhance **Palace Mobile App** usability to communicate event information (pre-arrival check-in, event logo, notifications and agenda, among others) for the participants.
- 3** **Meeting space capacity** will be redefined to guarantee social distancing. Guests from corporate events, social groups and weddings may change the set up on his/her own risk. For exhibition areas, the physical distancing suggested is 2.5 m<sup>2</sup> (8 ft<sup>2</sup>) per person (exhibitors and participants).

- 4** Events will be originally design to avoid crowds and implement **social distancing** for seating distribution.
- 5** **Digital menus** with QR technology are available to avoid printed menus manipulation.
- 6** Ensure social distancing protocol during **site inspections**.



## AMADA



- 1** The wearing of **gloves** is indicated to perform specific actions such as: vases and glassware cleaning, goods receiving, and product delivery. Trying not to interrupt the activity to make a proper use.

- 2** Follow **Palace Productions Operation Guidelines** before, during and after the event.



## DELIGHT

- 1** Ensure hand washing break every 30 minutes or when necessary.
- 2** The wearing of **gloves** is indicated to perform specific actions such as: vases and glassware cleaning, goods receiving, and product delivery. Trying not to interrupt the activity to make proper use.
- 3** Follow **Palace Productions Operation Guidelines** before, during and after the event.

- 4** Sweet Tables:
  - Enhance product packing with sealing boxes, bags or containers.
  - Food is hygienically carried in previously **disinfected hermetic boxes** to the event location.

EDGE  
**EDGE**

- 1 All vehicles will have **hand sanitizer** available.
- 2 Driver is required to wear protective **face mask**.
- 3 Driver should provide **hand sanitizer** to the passengers before boarding the vehicle.
- 4 Driver will ensure the cleanliness of high touch areas such as steering wheel, doors and door handle and arm rests, before and after the service.
  - Bus (sanitized with indicated **disinfecting product**)
  - Van/Sprinter/Suburban (sanitized with **disinfectant wipes**)
- 5 Luggage is disinfected before placing it at the vehicle. Guests are notified immediately of any damaged or stained luggage.
- 6 Welcome pallets signs, banners, coolers, and other items should be disinfected before and during daily operation.
- 7 Upon departure, guests must be ask to fill out a **health declaration form**, required by Cancun International Airport Guidelines.
- 8 Vehicles maximum capacity is redefined according to their size and **social distancing** protocol.



VEHICLE	BEFORE (PPL)	NOW (PPL)
Bus	50	30
Van	8	6
Van	6	4
Crafter	12	8

\*When passengers are family members, maximum capacities remain as originally established.



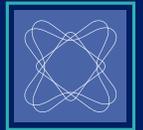
## EVOKE

- 1 Equipment is properly sanitized before and after every use.
- 2 Fabric items such as tablecloths and table runners are delivered in sealed, previously disinfected bags.
- 3 Furniture with textile material is sprayed with indicated **disinfecting product** before and after every use.

- 4 Glassware is carried in previously **disinfected hermetic boxes**.
- 5 Follow **Palace Productions Operation Guidelines** before, during and after the event.



## QUANTUM



- 1 Equipment is properly sanitized before and after every use. From the warehouse to venue and repeating the cycle for each event.

- 2 Follow **Palace Productions Operation Guidelines** before, during and after the event.





# OPERATION GUIDELINES

## 1 EQUIPMENT DISPATCH (WAREHOUSE – EVENT)

- All our staff is required to wear protective **face masks**.
- Equipment and cases are properly disinfected prior delivered them to each event location. Warehouse manager is responsible to repeat the sanitation process when necessary.

## 2 TRANSPORTATION

- Drivers are required to wear protective **face mask**.
- Enhance **hand washing** for at least 20 seconds with soap and water or **hand sanitizer** when hand washing is not possible.
- Driver will ensure cleanliness of high touch areas such as steering wheel, doors, door handles and arm rests, before and after delivery.

## 3 LOADING AREAS

- Palace Productions staff or any operator is required to wear protective **face mask** at loading area.
- Enhance **hand washing** for at least 20 seconds with soap and water or **hand sanitizer** when hand washing is not possible.
- Palace Productions staff, freelancers, and/or external vendors should avoid crowds and follow **social distancing** protocol at all times including this area.
- Vehicle operators must notified the Event Producer or Coordinator at least 5-10 minutes in advance, to avoid traffic and delays at loading area.
- All technical operators and engineers will have a personal **wipe** to avoid spreading fluids on surfaces or commonly used equipment.

## 4 BALLROOMS AND GUEST AREAS ACCESS

- Once equipment set up is complete on-site, Palace Productions staff, freelancers or external vendors involved, should take a no more than 15 minutes break for **hand washing** for at least 20 seconds with soap and water or use **hand sanitizer** properly as indicated.
- Before the event begins, staff remaining on-site for operation should have an additional uniform shirt to change and prevent contamination by body fluids.
- During the event, enhance **hand washing** or **hand sanitizer** proper use as indicated.

## 5 PALACE PRODUCTIONS STAFF INTERACTION WITH CLIENTS AND GUESTS

- Palace Productions Producer or Event Coordinator will guarantee the participation of essential staff only, from the beginning of the planning process without jeopardizing the event flow or compromising quality.
- Front of the House (FOH) staff (including Palace Productions team, freelancers and external vendors), should take a no more than 15 minutes break for **hand washing** for at least 20 seconds with soap and water or use **hand sanitizer** properly as indicated.
- Front of the House (FOH) must be set up following **social distancing** guidelines such as a minimum distance of 1.20m (4ft) between chairs, and a maximum of two people per banquet table according to "New Normal" Set Up Standard.
- Palace Productions Producer or Event Coordinator must keep at hand basic **cleaning and disinfecting kit**.
- **Cleaning and disinfection procedures** should be done in presence of the client if possible.
- Limited use of personal items.
- During event operation, items such as: radios, headphones, computer mouse, hand tools, audio interfaces, direct boxes, among others; are considered to be personal use.



## 6 TEAR DOWN AND RETURN OF EQUIPMENT (EVENT – WAREHOUSE)

- After the event, Palace Productions staff, freelancers or external vendors involved, should take a no more than 15 minutes break for **hand washing** for at least 20 seconds with soap and water or use **hand sanitizer** properly as indicated.
- During disassembly, hand tools in general such as: clamps, screwdrivers, among others. Are considered to be personal use, this items should not be shared between colleagues.
- Implementing two-three people **working stations** when possible in order to keep social distancing when striking.

- Enhance the use of **personal wipe** to avoid spreading fluids on surfaces or commonly used equipment such as cases and handles during displacement and loading the transportation vehicles.
- Clean handles and high touch surfaces with Bacteriaicide solution before loading it into the transportation vehicle.
- Maximum capacity for transportation vehicles are: For trucks cabin 2 people and golf carts 2 people per row. Vehicle driver must perform high touch areas cleaning and disinfecting procedure.

## PALACE RESORTS AND LE BLANC SPA RESORTS VENDORS



- 1 All internal and external vendors must follow safety and hygiene procedures established in the present document when providing their services within the properties at Palace Resorts and Le Blanc Spa Resorts without exception.



## ENTERTAINMENT VENDORS

- 1** Artists and staff is required to wear protective face masks through their stay on property, except when performing if required.
- 2** Artists, staff or any other person who is not a guest will enter hotels through the team member access area and they all should have their temperature taken, entire body and shoes properly sanitized. Those found breaking the regulations will be penalized by not being able to reenter the property.
- 3** Eating, leaving personal items or wastes at the dressing room is forbidden.
- 4** Dressing room must be hand over in same conditions as initially found.
- 5** As a preventive measure, vendors must notified the Event Coordinator or main contact by email if a cast or staff member is confirmed with COVID-19, even if the person has not access to property.

