



RIVIERA MAYA
AN ALL-INCLUSIVE EXPERIENCE

ENHANCED CLEANLINESS AND
SANITATION PLAN

The health, safety and wellbeing of our guests, partners and staff are number one priority at **Hard Rock Hotel Riviera Maya**. We continue to closely monitor the COVID-19 global situation, and follow the guidelines and recommendations issued by the World Health Organization (WHO), Centers for Disease Control (CDC), and local and national health authorities to ensure a clean and safe environment for everyone.

In our company's 30+ years of hotel operations, we have always strictly enforced internationally recognized regulations and standards of guest and employee sanitation. With that said, in light of the recent global pandemic and although there have been no reported cases linked to our properties, we fully recognize that further enhancing every aspect of our health and safety measures is not an option.

We have developed a comprehensive, enhanced cleanliness and sanitation plan that consists of added precautionary measures throughout all aspects of the guest and team member experience. Hard Rock Hotel Riviera Maya will also implement the global Hard Rock SAFE + SOUND program powered by Ecolab, which includes detailed guidelines and protocols followed by all branded properties around the world.



In the following pages, you will find a summary of our enhanced protocols, which we hope will provide you with some comfort and peace of mind when planning your next vacation with us.

1. Employee & Guest Health: The health, wellbeing and safety of our guests and employees are number one priority.

Facial Coverings: The use of facial coverings/face masks is required for hotel guests in all public areas with the exception of outdoor spaces, by the pool or beach or while actively eating and/or drinking or smoking. Designated areas include common indoor spaces such as the hotel lobby, retail stores, elevators, waiting areas of common facilities (like spa, salon, restaurants or bars), and the theater. Staff are required to wear facial coverings/face masks at all times, both indoors and out among other PPE.

Hand Sanitizer and Wipes: Antibacterial hand-sanitizing stations will be placed throughout the entrances of hotels, reception areas, elevators, fitness centers, meeting spaces and any other public areas where contact among guests or employees is possible. Additionally, portable handwashing stations will be available at events.

Additional Signage: Signage has been placed throughout back-of-house and guest areas reminding guests and employees of important health and hygiene protocols such as the correct handwashing technique, and practicing social distancing.

Medical Assistance: Continued staffing of an onsite doctor 24/7. Employees have been instructed to follow the correct protocol of identifying and/or responding to any presumed cases of the virus, or any other illnesses. Staff is ready to assist all guests with receiving the appropriate medical assistance as needed.

Minimal Contact: Guests and employees are advised through different channels in the hotels to minimize physical contact as much as possible, such as handshakes. Instead, they are encouraged to use the contactless greeting that we have implemented and will be promoting.

2. Employee Protocols: The following protocols apply to all hotel staff in every department.

Handwashing: We have reinforced with every employee the need to follow the correct handwashing techniques either every 60 minutes, or at the following times: using the restroom, sneezing, touching the face, contact with another individual, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift. If a sink is unavailable, employees are instructed to use an alcohol-based sanitizer. This is enforced through close monitoring and documentation by supervisors.

Training: All employees have received comprehensive training on COVID-19 safety protocols; this includes training on identifying any flu or virus-like symptoms among guests, and follow a firm protocol to report to a medical official. Additionally, employees will continue to receive training on global standards of sanitation set forth by third parties, such as Ecolab and NSF.

Employee Health Checks: All employees will be closely monitored for any flu or virus-associated symptoms upon entering and exiting the hotel facilities on a daily basis, including a temperature reading. If employees are feeling sick or experiencing any symptoms, they are instructed to stay home.

Personal Protective Equipment (PPE): All employees will be required to wear the appropriate PPE based on their role and responsibilities and in adherence to government regulations and medical guidance. This includes authorized face masks and gloves.

3. Cleaning Protocols and Sanitation: We use cleaning products such as Ecolab and standards that meet EPA (Environmental Protection Agency) guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens.

Common Areas: We have increased the frequency of deep-cleaning and disinfecting all common and public spaces (in addition to back of house areas) with an emphasis on high-contact surfaces such as front desk check-in counters, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, handrails, tables, gym equipment, kids club, dining surfaces seating areas, pool chairs and more.

Guest Rooms:

- Extremely strict sanitizing protocols and world-recognized standards are used to clean guest rooms, with an emphasis on high-contact surfaces such as television, remote controls, phone, faucets, door, closet and drawer handles, curtains, light switches, air conditioning thermostats, balcony items, and more.
- Printed collateral such as menus or flyers will be eliminated from all guest rooms to reduce the risk of contamination—all hotel information will be accessible on the hotel's website or through a QR code.
- Foot runners that were previously part of the bedding have been eliminated.
- New protocols include minimization of team member interaction with guests inside the room, including servicing while the guest is not in the room. Additionally, to

minimize team member interaction with guests in the room, rooms will be cleaned every other day or upon request during your stay.

Air Conditioning and Filters: The frequency of air filter replacement and HVAC system cleaning has been increased.

Laundry: All bed linen and laundry will be changed regularly and continue to be washed in accordance with international standards of sanitation. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

4. Physical Distancing: Guests and employees are instructed to practice physical distancing by standing six feet away from other groups who are not traveling with them; this includes while standing in lines, waiting for elevators (including limited capacity), or walking throughout the hotel.

Furniture Placement: The placement of furniture in common areas such as swimming pools, lobbies, and other public and back-of-house spaces has been rearranged to allow for increased spacing between guests and employees.

Lines: All areas where guests or employees lineup will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, coffee shops and dining outlets.

F&B Outlets: Restaurants, cafes, bars and lounges will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests.

Concierge and Butlers: Concierge and butler desks will remain open, but the appropriate physical distancing will be observed at all times. This service will be also available over the phone.

Meetings, Conventions, Events: Standard measurements in meeting and event layouts have been redesigned to ensure necessary physical distance between attendees. Self-serve buffet offerings will be eliminated from meetings and events and replaced with plated food-service.

5. Guest Experience: We have looked at every step of the guest journey and defined specific protocols for each aspect that will ensure the safety and wellbeing of our guests and employees, while maintaining the level of service that you have come to expect.

Transfers: Guests who book through our in-house transfer company, OnTour, will receive hand-sanitizing gel, and a face mask upon request. OnTour personnel are also disinfecting the vehicles rigorously between each passenger ride.

Check-in & Check-out:

- **Luggage:** Luggage items will be disinfected upon guest arrival by the bellboys.
- **Temperature Reading:** Guest temperatures will be checked upon arrival via a thermal camera. Anyone displaying a temperature over 38° C / 100.4° F will be moved into a private area, and a second reading will be taken by the onsite doctor. Guests with elevated temperatures will not be permitted into the hotel.
- **Wristbands & Keys:** All hotel wristbands and keys will be disinfected prior to providing these to guests.
- **Registration Forms & Bills:** Upon requesting guests to sign registration forms or bills, they will be handed a disinfected pen which will be immediately disinfected by staff. Disinfectant wipes will be available at the check-in desk.
- **Passports/IDs & Credit Cards:** As it is required to keep a copy of official ID/ passport and a credit card on file, the scanner will be disinfected between each use.

Amenities:

- **Spa & Beauty Salon:** Appointments will be limited and scheduled with enough time in between to disinfect areas accordingly. Staff will wear appropriate PPE at all times, and cabins will be fully equipped with soap, hand-sanitizing gel, and cleaning supplies.
- **Fitness Center:** Fitness center is currently closed until further notice; instead open air workouts and personal training is available. When reopened, it will be open at a limited capacity. Equipment and machines will be disinfected according to high standards of sanitation between each use. Signage along with disinfectant wipes will be placed to remind guests to sanitize their station after and before each use. Some machines will be removed from the fitness center in order to create appropriate physical distance between each guest.
- **Pool & Beach Service:** Pool and beach chairs will be cleaned between every use, and spaced out to ensure appropriate physical distancing. Additionally, pool

chlorine levels will be safely elevated within a permitted range, but pool activities will be temporarily suspended.

- **Trolley and Golf Cart Transportation:** These will be disinfected thoroughly between each route.
- **Golf Clubs:** Golf carts and equipment will be disinfected between each use. A sanitizing spray and microfiber cloth will be provided to each guest with their golf cart.
- **Kids Club:** Kids Club is currently closed until further notice. Instead, kids activities will be conducted by the pool and children must be accompanied by an adult. When reopened, children with symptoms will not be admitted into the kids club and the facility will undergo frequent and rigorous disinfection, while kids and employees will practice correct hygiene and hand sanitizing techniques.

Offsite Tours and Excursions: Pending protocols from tour providers who operate offsite tours and excursions. These may vary depending on the provider, however, the hotels are making sure all of them follow the necessary hygiene and safety protocols established by the different authorities.

Entertainment

- **Theater Shows:** Theater seating and capacity to be revised to allow for appropriate distancing between groups of guests. Staff will usher guests and assist with guest movement and flow to ensure physical distancing protocols are followed as they enter and exit the theater.
- **Nightclubs:** Nightclubs will remain closed for the time being as we wait on further guidance from local authorities and medical experts.

6. F&B Service: We will continue to reinforce our internationally recognized methods of identifying and managing food safety related risk, including Hazard Analysis Critical Control Points (HACCP), and adhering to strict global brand standards in addition to third-party standards such as NSF.

Buffet Service: Buffets will be eliminated from restaurants. Instead, these will be replaced with a-la-carte dining.

Menus: Restaurant menus will be available through a QR code and on one-time-use disposable handouts to minimize exposure and contact.

Teppanyaki Service: This will be discontinued for the time being.

Room Service: Room service will be packaged accordingly and delivered directly to the door with no contact. Additional room service menu options will be added to enhance the in-room dining experience.

Swim-up Bars: Swim-up bars will not be operating for the time being. Drink and food service will be available poolside and beachside through our servers.

These practices are focused on safeguarding the health and wellbeing of our guests and employees. We look forward to welcoming you to comfortably enjoy a safe vacation environment at our hotel. For more information on our precautionary measures and protocols, you may visit the hotel's website.