

**SOON WILL BE THE TIME TO SEE EACH OTHER AGAIN
AND SHARE MEMORABLE EXPERIENCES IN A SAFE SETTING.**

In line with our vision to offer our guests and their family memorable experiences and a world class stay, we reinforce our commitment with their wellbeing, health and safety.

To ensure we fulfill this commitment, we are pleased to announce our alliance with **CRISTAL INTERNATIONAL STANDARDS®**, a British company of international prestige, with high standards of quality, security and hygiene and the incorporation of **ECOLAB®** products, with whom we have developed our new **SAFE GUEST PROGRAM**, whose purpose is to provide confidence and peace of mind during the planning process of future vacations.

Our program is built around Park Royal's own safety and hygiene measures, to which we add the standards and certifications of **CRISTAL INTERNATIONAL STANDARDS®**, covering five fundamental areas in the operation of our hotels, guaranteeing the safety of our guests, members and employees through periodic audits. The ruling principle of the program is based on the professional training processes to guarantee our employees know to perfection all protocols and hygienic procedures in the following five areas:

1. Public areas: POSICHECK Covid-19 Certification
2. Guest rooms: ROOMCHECK Certification
3. Food & beverage: FOODCHECK Certification
4. Water system: AQUACHECK Water System Certification
5. Pools: POOLCHECK Certification



The beginning of the program is based on the training process to guarantee our staff know perfectly all the protocols and hygienic procedures.

1. HAPPY TO MEET YOU AGAIN

- POSICHECK Certification, CRISTAL INTERNATIONAL STANDARDS®
- Sanitation stations with antibacterial gel
- Social distancing of 5 ft.



7. WHERE THE MAGIC HAPPENS

- Quality, hygiene and safety standards also apply to our processes for collaborators and visitors



6. COME BACK SOON!

- Express check out
- Urns located in reception to deposit room keys



5. FUN FOR YOU

- Clean and disinfect entertainment areas and articles
- Entertainment activities with safety and hygiene protocols
- Taking the temperature of children



4. DELIGHTFUL MEAL

- Clean and disinfect physical and digital menus (tablets)
- Social distancing between tables
- Cleansing and disinfection of tables and seats after each service



2. REST & RELAX

- ROOMCHECK Certification, CRISTAL INTERNATIONAL STANDARDS®
- Personal hygiene kit
- ECOLAB® cleaning and disinfection products



3. ENJOY YOUR STAY

- Cleaning and sanitation with ECOLAB® products
- Clean and disinfect cots, chairs and tables after each use
- 5 ft. social distancing on beaches and pools



OFFERING MEMORABLE EXPERIENCES.

Our **SAFE GUEST PROGRAM** is centered on quality, safety and hygiene during the different moments our guests spend with us, from their arrival up until their departure, which include:





HAPPY TO MEET YOU AGAIN

From their arrival, our guests can be sure we apply the best practices in quality, hygiene and security for a comfortable stay thanks to **POSICheck** certification by **CRISTAL INTERNATIONAL STANDARDS**[®].

1. In the access to our facilities we have disinfectant rugs for shoes.
2. We offer sanitizing gel to our guests, in addition to sanitizing stations in different areas of the hotel.
3. As part of our security protocols, we will take the guests' temperature and ask to complete a general health questionnaire to begin the check-in process.
4. The bell boy will receive and disinfect your luggage.
5. We invite our guests to participate in social distancing, which consists in maintaining a distance of 1.5 meters between other guests, as signaled on the floor.
6. The front desk area will be disinfected between each check-in process.
7. We have medical service that will be at the disposition of our guests in case it is needed.
8. Constant cleaning and disinfection in all areas of the hotel.

REST & RELAX



We establish the following measures to guarantee your safety:

1. General cleaning following the process established by **CRISTAL INTERNATIONAL STANDARDS**[®].
2. Previous sanitation of all objects in the room, such as remote control, telephone, safety deposit box, electrical contacts, decorative elements, amenities, etc.
3. Personal hygiene kit provided upon guest's arrival.
4. Cleaning and maintenance when the guests are not in their room, to apply the cleaning and disinfecting procedures with **ECOLAB**[®] products.
5. Informative TV channel with quality, security and hygiene protocols.

ENJOY YOUR STAY



1. We will implement additional cleaning and sanitation processes during the day and night in every area of the hotel, as well as high traffic guest and employee areas.
2. Employees assigned to the cleaning and sanitation programs in public areas are highly qualified in the cleaning processes and use of sanitization products in line with standards established by **ECOLAB**[®] and the standards laid out by **CRISTAL INTERNATIONAL STANDARDS**[®].
3. Sunbeds on the beach and around the pool area will be arranged in pairs, with a distance of 5 ft. between each one.
4. Sunbeds, service tables, and chairs in the pool area and beach are disinfected after each use.
5. Emphasized cleanliness and disinfection in the towel hut area.
6. Employees designated to provide towels will constantly use gloves.
7. We will emphasize sanitation and cleanliness in all public bathrooms.

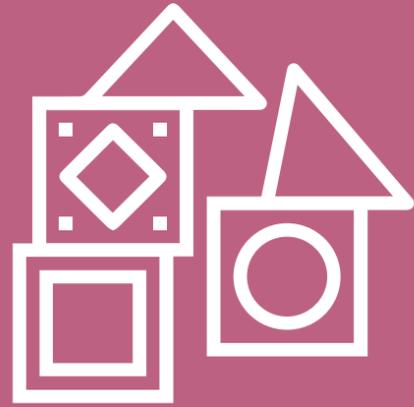


DELIGHTFUL MEAL

In addition to complying with the rules of the **MEXICAN MINISTRY OF HEALTH DISTINTIVO H** as well as **CRISTAL INTERNATIONAL STANDARDS[®] FOODCHECK**, we share the following information:

1. All restaurants and bars will operate at a reduced capacity, allowing proper social distancing and disinfection procedures of the tables and chairs after each service.
2. Our hostess will provide mandatory disinfectant gel upon entrance and exit of the restaurant, in addition to this we have sanitizing stations before access to the buffet area.
3. We will provide silverware and other compliments in sealed packages.
4. All table utensils will be covered, disinfected and be delivered directly at the table for the guest's use.
5. Tables will be separated by a distance of 5 ft.
6. We disinfect physical menus after each use.
7. Our food and drink menu is also available on our QR menus and electronic tablets, which are disinfected after each use.
8. We will set service hours for the buffet and a reservations system for specialty restaurants, carrying out cleaning and disinfecting processes after each seating.
9. Room service* will be delivered completely sealed at the entrance of the room.
10. We have intensified our security and hygiene measures in our supplier and merchandise reception, as well as strict merchandise handling procedures on behalf of our personnel.

*Applies in certain properties.



FUN FOR YOU

1. All entertainment facilities are cleaned and disinfected before opening, upon finishing each activity and at the end of each shift: Kids Club, gym, spa, facilities, and sporting equipment.
2. All activities will be carried out with reduced capacity in order to maintain social distancing.
3. We offer sanitizing stations in all areas of entertainment and spa.
4. In our Kids Club, in addition to a health questionnaire, we will take the temperature of all children who access the area.
5. All spa amenities and compliments for guest service are presented washed, disinfected and sealed: robes, sandals, towels, etc.
6. In our gyms and workout areas social distancing between equipment will be 5 ft.
7. We will clean and disinfect with **ECOLAB**[®] products after each use.

With the implementation of these standards we are certain we are complying with the hospitality industry's best practices to ensure safe entertainment areas.

COME BACK SOON!



1. Express check-out is available for all guests one day before their departure, reducing waiting time and crowds at the front desk.
2. We have placed a special urn in the front desk area where our guests can place their room keys.



WHERE THE MAGIC HAPPENS

Our quality, hygiene and safety standards are avowed for **CRISTAL INTERNATIONAL STANDARDS**[®], which also apply in our processes for employees and visitors.

1. Strict access control for employees, visitors, and suppliers, including taking one's temperature, disinfection of shoes and through hand sanitizing.
2. Sanitation stations in all operational and administrative areas.
3. A team of employees will receive, disinfect and organize merchandise entering the hotel.
4. Constant training of our staff in quality, security and hygiene protocols.
5. Internal and external audits will allow us to assure the correct fulfillment of the processes of quality, security and hygiene in all our hotels.