

# GRUPO PARNASSUS

## AT THE HOTEL GOLDEN PARNASSUS ALL INCLUSIVE RESORT & SPA AND HOTEL KORE TULUM RETREAT AND SPA RESORT

We know that family is the most important thing, which is why we have put in place preventive measures in the presence of the new Covid-19 (SARS-CoV-2), in order to protect our entire Parnassus Family and make your stay a unique, safe and pleasant experience.

### ENHANCED QUALITY, SAFETY AND HYGIENE PROTOCOLS



#### ARRIVAL AND CHECK IN PROCEDURES:

- Upon arrival at the hotel all guests are offered to participate in our sanitary filter under a temperature check control with a pistol thermometer. This is for those checking in as well those returning from any off-site activity.
- Sanitizing station for guests hands using a gel alcohol solution and feet using disinfecting mats upon arrival.
- Bell boys disinfect all guests luggage upon arrival at hotel.
- All transportation service required by our guests will be disinfected by nebulization treatment.
- Our check in process includes completing a health questionnaire in order to confirm Covid-19 (SARS-CoV-2) virus-free wellbeing upon arrival and prevent infections at hotel.
- The receptionist cleans and sanitizes the desk area with a sanitizing formula between each service offered to our guests and prior to each check-in process as well applies hand-sanitation gel.
- Our hotels will be offering an on line check in option for all guests in order to offer a less contact option upon arrival.
- We use the greeting to all guests showing hand over heart gesture instead of using a hand shake.
- Suspending the delivery of a refreshing face towel upon arrival at lobby of our hotels.

#### FOOD & BEVERAGE PROTOCOLS:

- All kitchen, bar and restaurant staff are working under the guidelines of the NXM-F-605-NORMEX-2018 standard for Distinctive H and NOM-251-SSA1-2009, taking extreme measures to disinfect utensils, monitor cooking temperatures and the refrigeration of food.
- Hand washing is carried out using the pre-surgical procedure along with disinfecting with antibacterial gel before handling any food.
- Surfaces, plates and silverware are washed and disinfected with chemicals.
- We disinfect tables and chairs after each service in all our restaurants and bars.
- Condiments will be given by request, breadbaskets and table decorations are not automatically placed.
- All bars and restaurants feature seating allowing for social distancing.
- Restaurants are operated a la carte style and individual portions for the buffet service.
- All service staff use personal protective equipment to safeguard every ones health.
- Disinfecting Floor Mats are placed at all restaurant entrances.
- We promote the use of antibacterial gel with 70% alcohol specifications, in all our restaurants and common areas for guests.
- Menu options are presented with QR codes and the use of physical menus are available to those who request them.
- Room service covers all food dishes to ensure hygiene from the kitchen to the guest room, and all room service waiters wear gloves and masks for delivery.

## ENHANCED QUALITY, SAFETY AND HYGIENE PROTOCOLS



### ROOM CLEANING:

- Ozone and nebulization treatment is used in all guest rooms prior to arrival to eliminate any contaminants.
- We take extreme care in cleaning and disinfecting bathrooms and surfaces with chemical products in their entirety.
- Room linens are changed daily, washed with chemicals and dried at high temperatures.
- Housekeeping teams use gloves, face shields and face masks while cleaning and disinfecting rooms and disinfect footwear before entering guest rooms.
- Room assignments will have a 24 hour gap between each new arrival
- Suspension of our environmental impact program (We change sheets and towels daily, not at the discretion of the guest).

### SANITATION THROUGHOUT THE RESORT:

- Hotel entrance is equipped with a sanitary filter where guests and employees will disinfect their shoes and have their temperature verified before entering the hotel.
- We have posted in public areas the prevention measures indicated by the World Health Organization.
- All common areas such as lobby, reception, restaurants, floors, hallways, handrails, door handles, chairs, tables, telephones, elevators and surfaces are cleaned and disinfected several times daily by a designated team.
- All outdoor activities will be enforced using the established social distancing of 1.5 meters.
- Throughout hotel disinfecting stations are in place consisting of disinfecting wipes, and antibacterial gel.
- Beach and pool loungers are placed with proper distance between them to assure social distancing and are cleaned and disinfected regularly.
- Sanitation of sports equipment occurs between use and prior to use by any guest. This includes items like ping-pong equipment and tables, basketballs, volleyballs, tennis rackets, and gym equipment.
- Gym will be available to guests using reservation system in order to assure no overcrowding.
- At our Spa sanitizing gel is provided to each guest upon arrival, their temperature is taken and a face mask is offered in case they are not wearing one. All areas are sanitized on a regular basis throughout the day, and lockers are sanitized between uses, whirlpool tubs and pools, are sanitized.
- Spa amenities, such as robes are cleaned and the slippers are presented in a sealed package.
- Salon utensils such as combs, nail salon utensils are disinfected and presented in sealed packaging to guests.
- All spa therapists wear facemasks to ensure proper hygiene and safety to guests, and gloves are used to provide nail services, massages, facials and other spa treatments.

### BACK OF HOUSE PREVENTIVE MEASURES:

- Regular training is provided for all staff to ensure the correct steps for their own health as well as the health of guests.
- All our employees comply with a review before entering their work and are trained to comply with prevention measures.
- Employees who show symptoms of illness are required to notify their manager and will be sent home and advised to self-quarantine until they are cleared to return to work.
- We have Crisis Management Teams to manage events and ensure appropriate actions are carried out on any current impact and as well any potential risks.
- We are in process to obtain The Certified Professional in Patient Safety credential (CPPS) in tourist installations under the guidelines established by the Government of Quintana Roo State and by the World Health Organization (WHO).
- We have a protocol of action before COVID-19, in case of any suspicious case addressed to guests and staff.

### CHECKOUT PROCEDURES:

- Prior to departure, guests will receive express-check out service to reduce face-to-face service time.