

THE REEF RESORTS ARE AWARE

Our new **THE REEF AWARENESS™** is a COMPLETE QUALITY, SAFETY AND HYGIENE PROGRAM that addresses every aspects of both resort operations and guest experience, everything from arrival all the way through to departure.

Safe travels

approved by

WORLD TRAVEL & TOURISM COUNCIL



6. SWIM OUT

Check-out procedure

- smooth and fast, offering you to continue keeping the social distance rules & regulations into place



1. JUMP BACK IN THE OCEAN

Check-in procedure

- A Check-in Station will be implemented to clean everything that requires a high level sanitization procedure (suitcases, electronic devices, shoes).
- Temperature and health conditions of all guests will be checked at arrival.
- Check-in procedures sped up according to your needs (electronic pre-check-in available).

5. BEHIND THE WAVE

Reef Team hygiene

- Our employees will be wearing protective masks and increased disinfecting methods are being implemented throughout the day complying with the certification standards by Cristal International®.
- Health measures are being implemented such as: sanitation of back offices, poolwater testings, suppliers drop-off areas, and strategic alliance with Diversey® high level cleaning products certified by the EPA. (Environmental Protection Agency) as provider and consultant.



THE REEF AWARENESS



by The Reef Resorts & Spa™

2. RELAX & DIVE IN

Room sanitization

- Our Reef Awareness® team will be responsible to constantly clean the rooms based on the new hygiene standards determined by the Cristal RoomCheck® certification.
- All rooms are sanitized and sealed before your arrival to ensure that no one has entered your room after this process.

3. ENJOY THE SEABREEZE

The New Normal in all areas

- Enjoy yourself, while trusting that our Reef Awareness® team will be cleaning the properties consistently and complying with new social distances protocols at areas offered by the resorts such as: beach, pool, restaurants, bars and spas.

4. DISCOVER & PLAY

Kids, soap & water hygiene

- Kids Clubs are disinfected prior to opening and regularly during operating hours, while kids enjoy a learning process of the *New Normal* in the fun way.



THEREEFRESORTS.COM



THIRD-PARTY VERIFICATION

Our teams will be monitored by the Cristal International Standards® who will issue the appropriate certifications and ensure compliance with the most important international safety standards agencies through our PosiCheck®, FoodCheck®, Room Check®, FireCheck®, AquaCheck®, PoolCheck®, CrisisCheck® and SafetyCheck® certifications.



RoomCheck®

FoodCheck®

PoolCheck®

AquaCheck®

CrisisCheck®

SafetyCheck®

FireCheck®

PosiCheck®