



## SEGURIDAD E HIGIENE Safety & hygiene



Our Staff make use of personal protective equipment such as face masks and / or a face mask, as well as constantly intensifying hand washing and using disinfectant gel.

For this reason we have intensified the cleaning and sanitation tasks in all our areas; upon arrival and during your stay you will find a special protocol for safety and hygiene. Because **#TakeCareOfEachOther!!**

Our resorts have been awarded the safe travels stamp by the **World Travel and Tourism Council (WTTC)** as well as the “Protection and Sanitary Prevention in Tourist Facilities” certification granted by the governments of the state of Quintana Roo and Baja California South.



Hotel staff is constantly trained on the preventive measures and controls to be applied to ensure compliance with hygiene and safety protocols.



There is an information campaign for guests on the measures and suggestions to follow during their stay.



A special cleaning and disinfection program is carried out to strengthen the hygiene of all areas of the resort, increasing the frequency of cleaning of public areas such as counters, elevators, railings and other points of high traffic and use.



Preventive controls are applied upon arrival of guests such as disinfection processes on their luggage, handbags, temperature taking, and detection of guests and / or staff members with symptoms, hand sanitization and footwear, among others.



Hand Sanitizers are available in all areas of the resorts.



We have reduced the capacity in our restaurants, complying with the necessary protocols for social distancing.



As a sanitary measure to avoid the physical contact of the menus in our restaurants, there is a QR code through which you can order what you want of our delicious selection of dishes that we have for you. (Remember to check if your cell phone has a QR reader or download an application that facilitates its use).



Strict hygiene and safety measures were implemented for the modification of food in warehouses, kitchens and restaurants as part of the protocols established by the CRISTAL certification that our properties have. <https://www.cristalstandards.com/en>



Distance measures in swimming pools, theater, mini club, among others, were considered to minimize physical contact and proximity between guests and staff. This includes greeting our guests and collaborators.



In rooms deep cleaning is carried out with quaternary ammonium, in addition to ozonation, paying special attention to every detail so that your stay is safe and pleasant.



We want you to enjoy an incredible and safe vacation in your home away from home that is why following the necessary sanitary protocols and guidelines issued by the state government, the use of face masks is mandatory for all our guests in areas such as elevators, lobby, reception, consumer centers, and theater. We remind you to respect the healthy distance in areas where there is a greater contact with other guests

Rest assured that we will cover these and all the protocols that are required by the official authorities, to guarantee and protect your health and that of everyone.

And although some things are different now, we are all committed to maintaining the excellent service and comfort that sets us apart, and most importantly, not changing the experience and memory of an unforgettable vacation.

Service is our Passion. **#TakeCareOfEachOther**

**Hoteles Solaris de México.**