



Soon you will back to this your home away from home to continue creating unforgettable stories together.

In the meantime we are getting ready for you, by covering all the hygiene measures that current conditions require:



A special cleaning and disinfection programme will be carried out to strengthen hygiene measures in all areas of the hotel and increasing the frequency of cleaning of public areas such as counters, elevators, railings, among others.



Preventive controls will be applied in the access of guests and staff to the hotel, such as temperature intake, luggage disinfection, detection of guests and/or collaborators with symptoms, sanitization, hands and shoes sanitizing, among others.



Information campaign for guests and staff about the measures and guidelines to be followed during your stay.



Sanitizing stations with instructions will be placed in public areas and restaurants.



Special training will be provided to hotel staff on preventive measures and controls to be applied in order to ensure compliance with hygiene and safety protocols.



Restrictions will be placed on restaurants, theatre and mini club in terms of access for a certain number of people.



Separation measures will be applied in restaurants, bars, swimming pools, theatre, mini club, among others, as well as distance protocols, to minimize physical contact and proximity between guests and staff.



Strict cleaning and disinfection protocols will be carried out in rooms and restaurants.



As CRISTAL certified properties, hygiene and safety measures will be carefully applied for handling food in warehouses, kitchens and restaurants.



Staff will make use of mouth masks, washing and constant hand disinfection.

We will cover these and all required protocols by the government and official instances to ensure and protect the health of our guests and staff.

The situation we are experiencing is unique, but it will end soon and when that happens, we will be waiting for you, because the best is yet to come.



ROYAL SOLARIS

Los Cabos

Hotel Service Areas

- 1) Special staff brigades oversee all health and sanitation policies and activities. Regular wellness training is provided to all staff to ensure they take the right steps for their own health and the health of Members.
- 2) Increase in the cleaning and disinfection activities of offices and Hotel Service areas.
- 3) Washing protocols have been established to control the temperature and the washing cycle.
- 4) Clean and sanitize ventilation and air conditioning system installations, especially checking filter cleaning.

Pools & Kids Club

- 1) The Kids Club, bathrooms and other pool areas are constantly disinfected during the day and ozone is applied at night.
- 2) The concentration of disinfectant in the pool water will be maintained preferably in the upper limits of the range according to international norms and standards.
- 3) The temperature of the children will be taken, children with a temperature higher than 37.5 C (99.5 F) will not be able to enter.
- 4) Access is restricted to children who present cough, fever or breathing problems.
- 5) The number of children per activity will be limited.
- 6) The toys will be limited, to be able to apply a correct disinfection of these after each use.

Entertainment & Shows

- 1) Our Entertainment will be based on safe vacations for our Members and guests, highlighting and respecting the distance measures avoiding guest-guest and guest-staff contact.

Food and Beverages (production)

- 1) Our procedures in the production of food and beverages are regulated and endorsed by CRISTAL (Check Safety First) for proper handling and processing.
- 2) The cleaning measures detailed in the procedure's manuals will be reinforced, following the indications of CRISTAL (Check Safety First) communications.

Staff

- 1) Face mask is mandatory for all staff.
- 2) Maintain distance of 1.5 meters (4.9 feet) between persons.
- 3) Wash hands at least every 30 minutes.

Welcome home:

- 1) Thermal Cameras at the guest entrance doors (motor lobby).
- 2) Luggage will be sanitized upon arrival.
- 3) A sanitizing mat and antibacterial gel.
- 4) Invitation to practice physical distancing by standing at least 1.5 meters (4.9 feet) away from persons.
- 5) Please note that only 4 guests are allowed per elevator.

Rooms

- 1) Cleaning with a broad-spectrum disinfectant in general.
- 2) Ozone treatment is applied to all departure rooms.
- 3) All empty rooms are nebulized daily.
- 4) Linens and towels are changed daily, which are treated in our laundry with ozone.

Facilities

- 1) Restaurants, Bars, Bathrooms, Theater, GYM, Spa and Hallways are constantly disinfected during the day and ozone is applied at night.
- 2) Cleaning with a broad-spectrum disinfectant in general.
- 3) In the Theater, separate chairs will be kept at 1.5 meters (4.9 feet).

Restaurants & Bars

- 1) The service in our Buffet restaurants will be assisted.
- 2) All areas of greatest contact with guests will be disinfected more frequently.
- 3) In restaurants there are signs on the floor, which is the minimum distance to maintain between people.
- 4) All our crockery, glassware and plate equipment go through a process of chemical washing and disinfection.

Supplies (receipt of merchandise)

- 1) Access to external providers will be with face masks and disinfection of footwear and hands.
- 2) All received merchandise goes through all the procedures of CRISTAL (Check Safety First).

