



To our valued guests,

We hear you, and we miss you too. As we prepare to welcome you back to our award-winning resorts, we would like to share with you our enhanced health, safety, and cleanliness protocols.

To deliver safe, relaxing and luxurious Safety-Assured Vacations for all our valued guests, we have introduced advanced sanitation measures, new physical distancing guidelines, a 360° Clean Approach and an international Safety Assurance Team.

Following the World Health Organization (WHO) and the Center for Disease Control (CDC) guidelines, cleanliness standards have been reinforced across every area of our resorts and at all contact points to provide a safe and relaxing guest experience every step of the way. Ranging from check-in areas, kids' clubs, gyms, fitness centers and spas to restaurants, bars, elevators, guestrooms and all public and key areas throughout our resorts, rigorous health protocols will be in place.

Some of the new procedures that we are implementing include, but are not limited to, the following:



360° CLEAN APPROACH

Our resorts' common areas come with a 360° Clean Approach, meaning that pools, beaches, restaurants, bars, entertainment facilities, lobbies, elevators, hallways and other shared spaces around the resort will be cleaned hourly. All high-touch surfaces on our properties have been identified and will be sanitized continuously throughout the day. Our fitness center equipment and spa facilities will be sanitized after each use; as well as all general transportation units like golf carts and luggage carrier trolleys. We have also increased the daily frequency of cleaning and disinfection procedures for air-conditioning systems of both common areas and guest rooms.



FAMILY FIRST

Our superior cleaning and disinfection program for kids and teen clubs' facilities and equipment has been established to ensure that kids can continue to play and discover under our care while parents relax knowing they are in good hands. We will also be introducing child-friendly signage and social distancing measures to ensure a safe clean environment for little ones, tweens and teens to enjoy the facilities and games at their leisure.



ADVANCED DINING SAFETY

To ensure the well-being of our guests while enjoying our bars and restaurants, our resorts have reduced restaurant capacities and implemented a one-step reservation system to ensure physical distancing guidelines are respected. Further changes will be implemented, including the removal of all unnecessary items on tables to avoid cross-contamination, elimination of physical menus and the introduction of digital screens to display menu information and physical distancing guidelines at pool bars using signage and supervision to ensure a safe and sanitary environment is upheld.



DIAMOND CLEAN GUESTROOMS

Our thorough and detail-oriented housekeeping team will clean and sanitize guestrooms every step of the way, working from the inside-out, with advanced-grade disinfectant products that eliminate emerging viral pathogens.

This protocol ensures the thorough sanitation of all guest touchpoints in rooms, including remote controls, doorknobs, hairdryers, closet doors and drawers, temperature control thermostats, lamps, telephones, toilet flush handles and water faucet handles, ensuring that every high-touch surface is disinfected. All non-essential amenities in guestrooms will also be removed to minimize potential areas of infection. New in-room hygiene kits with personal-size hand sanitizers, masks, gloves and other safety essentials will be placed in guestrooms to use at their leisure while enjoying their stay.

We have updated our room service process to ensure safe and distant delivery while maintaining our promise of excellent service. In addition, the process to replenish mini-fridges and other items in guestrooms has been revised to limit additional entry.



PHYSICAL DISTANCING AND PROTECTION

As a valuable member of our travel family, the well-being and safety of our guests and employees always come first. To provide Safety-Assured Vacations, signage and informative messages will be displayed throughout common areas and in-room TVs to reinforce the importance of following recommendations to protect the health and safety of both guests and employees. To maintain physical distancing guidelines, floor markers will be placed around resorts' common areas to indicate the correct distance guests should keep from one another.

To encourage physical distancing behaviors, the furniture will be rearranged in common areas, including restaurants, theaters, pool areas, beaches and lobbies to ensure a safe distance between guests. All indoor guest facilities will have reduced guest capacities to maintain a safe and enjoyable environment for both guests and employees. Hand sanitizer dispensers will also be available throughout our resorts including at check-in areas, washroom entrances, restaurant entrances, elevators, kids club, teen club and other key areas to encourage guests to sanitize their hands regularly.





STAFF CARE, TRAINING AND AWARENESS

We uphold our employees to the highest standards of health and safety. From continued enforcement of basic hygiene practices to implementing new and updated protocols to protect our employees and guests from the spread of harmful pathogens and germs, our hotel teams are trained and empowered to keep safe, take care, and be smart while delivering Safety-Assured Vacation experiences to guests.

Strict hygiene protocols for resort staff will continue to be enforced, including a thorough cleaning and sanitation process at the staff entrance from hands to footwear, the use of personal protective equipment (PPE) such as gloves and masks, rigorous and frequent hand cleaning with an alcohol-based hand sanitizer or soap and water and maintaining physical distancing rules. Our employees will also undergo health and temperature checks to ensure daily monitoring of fever or symptoms of COVID-19 before beginning their shift. It is of utmost importance to protect the health of our employees as they continue to provide attentive and personalized service to guests.

As we adjust to the new normal, we have instilled confidence in our resort team to respond to any guest questions or concerns with sensitivity. We have great trust that with the implementation of new and advanced health and safety measures coupled with the peace of mind provided by our amazing resort staff, guests will enjoy relaxing Safety-Assured Vacations when they stay with us.



CLEAN SUPPLIER COMMITMENT

Safeguarding that our promise goes beyond our doors, we have put in place different agreements with our various suppliers and partners to ensure they operate following new regulations for the products or services which they provide.



SAFE VACATION ASSURANCE

In accordance with international health standards, including the Centers for Disease Control (CDC), World Health Organization (WHO), local and national Ministries of Health in each of the countries we operate, a Safety-Assurance Team is in position to ensure the strict adherence of all guidelines and comprehensive implementation of sanitation, physical distancing, and cleaning protocols to protect guests and employees alike.



OUR PROMISE TO GUESTS

Our unwavering promise to you, our valued guests, is to continue delivering exceptional, luxurious and Safety-Assured Vacations.

Proactivity and prevention are core to our operational protocols and are key to protecting the well-being of both our valued guests and employees. If you require additional information regarding our advanced health

and safety protocols, please refer to our Safety-Assured Vacations operational guide. For any additional questions or concerns, our team will be happy to assist you.

Sincerely,

Royalton Luxury Resorts