

Dear guests, Seadust is working to ensure that the well-being of its guests and hosts is in continuous improvement as a top priority based on compliance with strict hygiene and sanitation protocols. We will adapt new trends and comply with guidelines and recommendations issued by the WHO (World Health Organization).

**GUESTS:**

- Electronic check in
- Social distancing during registration
- Sanitation of luggage and individual handling per family
- Body temperature checkup
- Use of antibacterial gel
- Mandatory use of mouth covers

**ROOMS:**

- Deep cleaning of furniture
- Continuous and thorough disinfection: furniture, lights, tv and air conditioning remotes, access handles and energy controls.
- Nebulisation and rooms' sanitizing at check-out: Seadust Safe
- Total change of bed linen, protectors and decorative clothing

**LEISURE AREAS:**

- Constant and detailed cleaning and disinfection of Lobby, Public Areas, Elevators, Water Park, as well as each accessory.
- Antibacterial gel dispensers to access the different public areas
- Daily deep nebulisation at night: Spa (cabins, steam, sauna and jacuzzi), Theater, Children's areas, Event & Conventions Rooms, Gym, Consumer shops, Pools, lounge chairs and cushions

**DINING:**

- Mandatory use of gel when accessing each Consumer Center
- Mandatory use of: mouth covers, gloves, sleeves and protective visor for all hosts
- Reduced capacity to maintain social distancing
- Change and disinfection of tablecloths, salt shakers and furniture for each guest
- Personalized buffet service
- A la carte service with digital food and wine menus

**EXPERIENCES (SPA)**

- Acupressure massage and foot reflexology using a sheet on top (to avoid direct contact)
- Facials, manicures and pedicures using disposable gloves.

**HEALTHY ENVIRONMENT**

- Doctor service available 24 hrs
- Sanitized Air Conditioners
- Sanitization, disinfection and constant cleaning of all areas
- Use of chemicals and authorized products
- Use of disinfecting mats for footwear

**HOSTS**

- Hygiene and safety protocols training
- Hand washing and use of antibacterial gel every hour
- Use and constant change of mouth covers, sleeves, masks and gloves
- Daily body temperature checkup at the Resort access point
- Physical distance of 2m to carry out their tasks

We are preparing and reinventing ourselves through all of these actions that reflect our commitment to our guests, business partners and hosts, with the determination to meet and meet new expectations to make your experiences safer and more enjoyable.

We thank all hosts who have participated in the creation and execution of SEADUST SAFE certification, which is a very important element in the responsibility and commitment that we have with our investors, hosts and above all our guests. We hope to see you very soon!

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**Cordially,  
The Seadust Family.**