

For **Club Solaris** our priority is to make our Members aware of some of the disinfection protocols to ensure that our properties are safe for the health of all of you who return to "Your Home Away from Home".



ENHANCED PROTOCOLS

1. Staff:

- 1) The use of face mask is mandatory for all staff.
- 2) It is mandatory to maintain 1.5 meters (4.9 feet) between person and person.
- 3) Wash hands at least every 30 minutes or whenever necessary.
- 4) Upon arrival of the staff in access area, temperature will be taken, the disinfection of footwear and hands is implemented before they enter their work area.

2. Welcome home:

- 1) From the first moment that our Members start planning their trip, we want health and hygiene information to be clear and accessible through websites and social media channels.
- 2) Thermal Cameras will be installed at the guest entrance doors (motor lobby). If a Member or guest is detected with high temperature, they will be directed to the pertinent medical attention.
- 3) Luggage will be sanitized before being placed at the Reception.
- 4) A sanitizing mat will be placed at the entrance, as well as antibacterial gel for use.
- 5) During the brief registration, they will be reminded of the practice of physical distancing by standing at least 1.5 meters (4.9 feet) away from other groups of people who do not travel with them. Please note that only 4 guests are allowed per elevator.
- 6) An acrylic sheet will be installed on all desks as additional protection.

3. Rooms:

- 1) Cleaning is carried out with a broad-spectrum disinfectant on veneers, doors, curtains, bathroom, telephone, and accessories in general.
- 2) Ozone treatment is applied to all departure rooms.
- 3) Plastic coating the T.V. remote control or easy cleaning.
- 4) All empty rooms are nebulized daily.
- 5) Linens and towels are changed daily, which are treated in our laundry with ozone.

4. 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 is performed on chairs, tables, doors handles, railings, bathrooms, gym equipment and accessories in general.
- 3) In the Theater, separate chairs will be kept at 1.5 meters (4.9 feet) so that you can enjoy the night show.

5. 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 before accessing restaurants, also the tables will be more separated than normal, this to avoid further approach.
- 4) All our crockery, glassware and plate equipment go through a process of chemical washing and disinfection. Dishwashing equipment maintains temperatures of 85 Celsius degrees (185 Fahrenheit degrees) to ensure temperature meets the proper disinfection standard.

6. Supplies (receipt of merchandise)

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

7. 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. Ozone sanitation is applied in the required area.
- 3) In kitchen operations, the number of staff in a specific area will be reduced. Dishwashing equipment maintains temperatures of 85 Celsius degrees (185 Fahrenheit degrees) to ensure temperature meets the proper disinfection standard.

8. 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.
- 2) The activities of the pool area will be mainly Recreational, Sports and Cultural and where contact and approach must always respect the minimum distance of 1.5 meters (4.9 feet).
- 3) Some of our choreography of the Show were healthy modified.

9. 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 entering the Mini Club 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 in the Mini Club who present cough, fever or breathing problems.
- 5) The number of children per activity will be limited, which undergo modifications to be able to respect the distance between them.
- 6) The toys will be limited, to be able to apply a correct disinfection of these after each use.

10. Hotel Service Areas

Special staff brigades have been created to 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.

Other measures include:

- 1) Public Areas will clean internal and external offices only at closing using disinfectant solution; Each department is responsible for the sanitation of offices during the shift such as surfaces, equipment or objects that are frequently manipulated such as door handles, switches, telephones, computer equipment, desks, chair arms, etc.
- 2) Washing protocols have been established to control the temperature and the washing cycle, as well as to address the cleaning of contaminated items.
- 3) Clean and sanitize ventilation and air conditioning system installations, especially checking filter cleaning.