



SUNSET WORLD HYGIENE, SANITIZATION AND SECURITY
PROTOCOL COVID-19

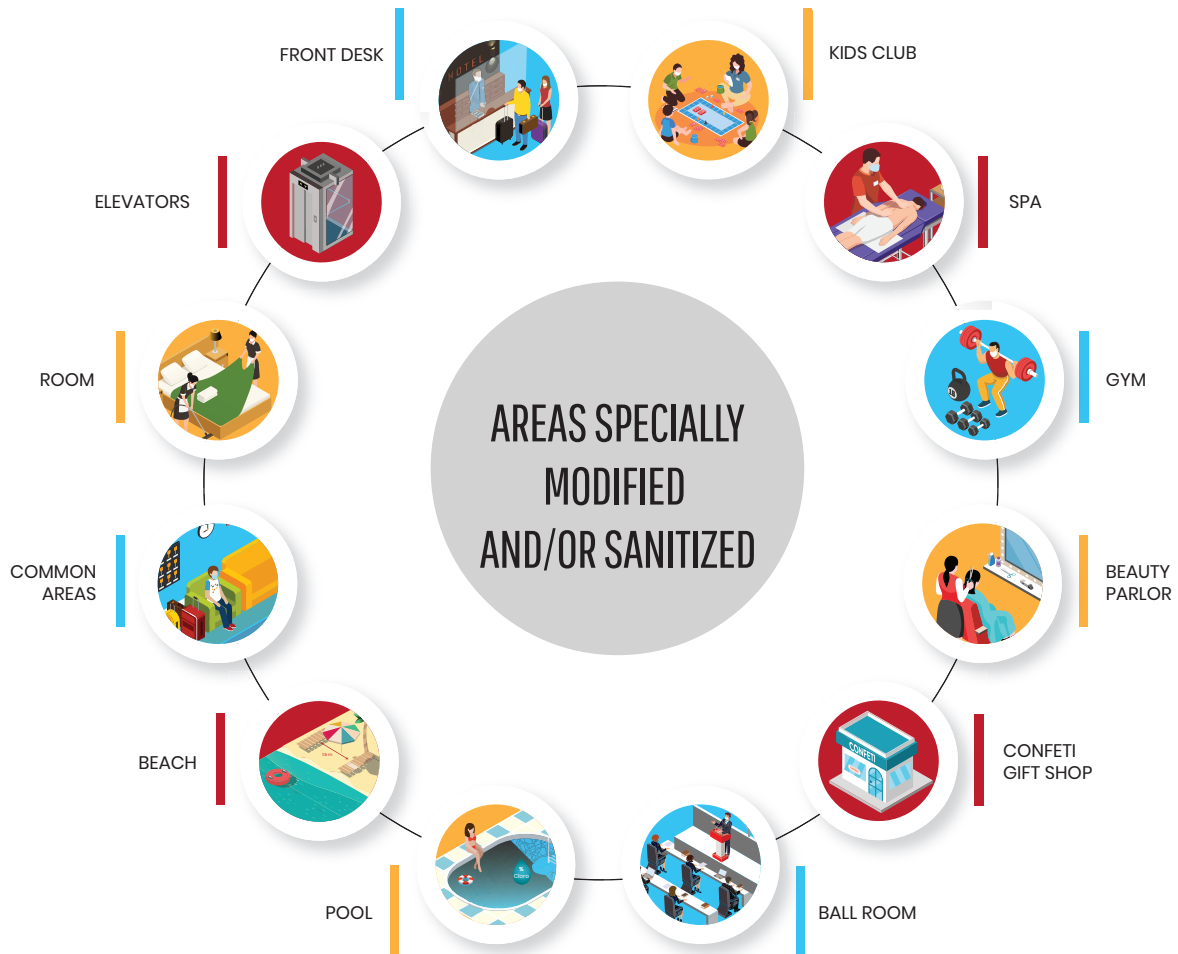


At Sunset World we are always committed to offering the best and safest vacation experiences and we are prepared with the best COVID-19 training protocols to protect our members, guests and staff. Furthermore, our Sunset World Safe Stay™ program goes beyond these strict quality controls with more than 150 preventive actions, so we can offer a safe environment for everyone.

GENERAL ACTIONS

1. There are sanitizing booths at the entrances of each hotel, including the main entrance, the entrance to the swimming pools and the staff entrance.
2. The security staff uses a digital forehead thermometer to monitor the temperatures of members, guests and staff.
3. We maintain a healthy distance of 1.5 meters between one person and another. There are signs on the floor to indicate the healthy distance between one person and another.
4. There is no crowding permitted in public areas and there is a maximum number of people permitted according to government guidelines.
5. The use of face masks is mandatory in all areas and for everyone who enters the hotel.
6. Frequent hand washing for 20 seconds is recommended.
7. There are signs reminding our members and guests of the correct use of face masks, gloves and hand sanitizer inside the property, and to avoid touching their face, eyes, nose or mouth and to cough or sneeze into a flexed elbow.
8. There are hand sanitizer stations in all areas of the hotel.
9. There are hygiene kits in the rooms that contain face masks, gloves and sanitizing gel as an amenity.
10. The frequency of cleaning and disinfection has been increased in all public spaces, with an emphasis on frequent contact surfaces such as reception desks, bell boy carts, elevators and elevator buttons, door handles, public toilets, keys and room locks, ATMs, stairways and stair handrails, gym equipment, dining surfaces and seating areas.

SPECIFIC ACTIONS BY DEPARTMENT



SHUTTLE / WATER TAXI AND TAXI TRANSPORTATIO

- There is a maximum capacity determined by healthy distancing.
- The unit is cleaned and sanitized after each service.



BELL BOYS

- Bell Boys do not open car, taxi or van doors.
- Bell Boys offer guest hand sanitizers at the lobby entrance after passing through the sanitation booth.
- Valet service is suspended.



RECEPTION

- Checking-in prior to the arrival of the member or guest from mobile phones through the Sunset World Check-in digital application is promoted.
- All information that the member or guest requires about the hotel can be found in the Sunset World app.
- Contact surfaces are cleaned and sanitized after each registration, including credit card devices, pens and registration materials.
- Room keys are cleaned and sanitized before being handed over to the guest and before being stored.
- During check-in, members and guests receive an amenity bag containing face masks, gloves and sanitizing gel.
- An acrylic screen has been placed at the spa reception desk to separate the receptionist and guest.



HOUSEKEEPING

- Bedding is changed daily.
- Rooms are cleaned and sanitized paying special attention to high contact areas such as telephone, controls, knobs and desks.
- Cleaning and sanitizing is done while the guest is not in the room.
- All reusable printed information has been removed from the rooms.



PUBLIC AREAS

- Public areas are cleaned and sanitized at least once an hour.



MAINTENANCE

- The correct level of chlorine in swimming pools is applied and checked.
- The frequency of cleaning and changing filters in air conditioning systems has been increased.
- The use of plastic masks is mandatory to enter rooms.



FOOD AND DRINKS

- The maximum capacity is reduced so that there is a healthy distance between tables.
- The menu will be available on a tablet that is disinfected after each use.
- Food is served covered by a cloche.
- The buffet is available and protected by transparent partitions. You can choose dishes as many times as you want and there is a waiter to serve them to you.
- Printed room service menus were removed from rooms and there are electronic alternatives. In groups or meetings service is provided by a waiter and self-service is eliminated.



MEMORY MAKERS

- Play areas are cleaned and sanitized after being used and at least once every 4 hours if not being used.
- Theater seats and seating for outdoor shows are placed to allow sufficient distance between guests.



GYM

- We request you clean equipment with disinfecting towels after using.
- There is a maximum capacity of 5 people in the gym at the same time.



SPA

- Serves guests individually or as a family.
- The use of the steam room, sauna and hot tub require prior reservation for groups from the same family.
- Shower amenities are provided at the request of the guest at spa reception (they will not be left in the showers).
- A series of treatments where direct contact with the skin is avoided are available, such as acupressure massages with a sheet and foot reflexology, massages and facials using disposable gloves.

by



SUNSET WORLD
Resorts & Vacation Experiences

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