



**Safety, hygiene and flexibility
to travel and stay with us.**

P[©]SADAS®



Global prevention, hygiene and sanitation program

Dear clients.

At Posadas we have developed a global hygiene, and disinfection program called TRAVEL with Confidence, for the more than 185 hotels that make up Live Aqua, Grand Fiesta Americana, Fiesta Americana, Curamoria, The Explorean, Fiesta Inn, IOH, Gamma, and one. The program, in partnership with 3M, will involve the use of its products, in each stage of the cleaning processes in all hotel spaces.

We are implementing the most effective sanitary measures to be able to continue to offer our guests, clients, and employees memorable experiences in a safe environment, from the moment of arrival, through public areas and elevators, to accommodations. Our protocols follow the recommendations of official organizations such as the Mexican Government, the Mexican Health Secretary, the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), and the World Travel & Tourism Council (WTTC), among others. Likewise, as Posadas we participate in the preparation of the Global Protocols for the New Normal led by WTTC.

All hotel employees are trained in hygiene, and disinfection protocols like hand washing, social distancing, and constant cleaning of work spaces and equipment, as well as the necessary added measures for their safety and the one of those around them. Protocols include employee dining rooms and meeting spaces.

The global Travel with Confidence program includes the following protocols:

Check in & check out

We will also be providing digital Check in and express Check out for safety and efficiency.

Accommodations

The new hygiene, and disinfection protocol includes two steps:

1. Thorough cleaning of all spaces: hallway, rugs, floors, table, bureau, chair, sofa, bed, bathroom, and shower.
2. Secondary sterilization with **3M** products approved against SARS-CoV-2 by the United States Environmental Protection Agency (EPA).

Food and beverages

In food and beverage management, we have the highest standards and certifications such as the 'Distintivo H' for city hotels and 'Cristal' for beach hotels.

Public areas

We have increased the frequency of cleaning and disinfecting of public areas: reception, doors and hallways, elevators, co-working spaces, and gyms. We have also installed clear signage to facilitate healthy social distancing.

Pools

We have also increased the frequency of disinfection of swimming pools and sun bed areas.

Maintenance

The hotel's maintenance staff is responsible for the operation and hygiene of the air conditioning equipment, and the supply and correct application of all the products that are part of the Travel with Confidence program.

Flexible reservation policy

We are aware that in the current context you may need to make changes to your plans. So our reservation channels are open to reschedule them with full flexibility in changes and cancellations.

Supporting the medical community

In solidarity with the medical community in Mexico and with the objective of providing them with a resting place during the past contingency, we are providing more than 15,000 free nights, food, transportation, and meeting rooms to health professionals who treated COVID-19 in Baja California, Chihuahua, Mexico City, Jalisco, Oaxaca, Puebla, Quintana Roo and Yucatan.

We are ready for your arrival and keep creating memorable experiences together.

Sincerely
José Carlos Azcárraga
CEO Posadas



1. Check-In

We invite you to check in using the digital kiosks available at some of our hotels. Our staff members will be there to assist you.

Upon arrival, our guests will find.

Main Actions:



1. Hand sanitizer dispenser.



2. Digital check-in will be offered to have a contactless experience.

Actions:

- Hand sanitizer dispensers in high-traffic areas.
- Luggage disinfection provided by our welcome staff. Our products are friendly on materials such as leather, vinyl, fabric, chrome-plate, etc.
- Key programmer at their disposal.
- Acrylic mailbox to deposit their keys upon check-out.
- Disinfection of packages and delivery outside guest room.

Digital Check In:

Steps:



1. Following TRAVEL with Confidence protocols. A Host will welcome you and guide you through digital check-in.



2. Enter your name, reservation number or member ID on the tablet.



3. Confirm reservation details.



4. Confirm personal information.



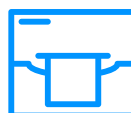
5. Review and agree to our Privacy Notice.



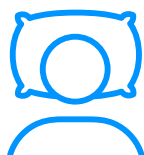
6. Sign registration card.



7. The total stay gets charged to your credit card. Some hotels will require a monetary hold for incidentals.



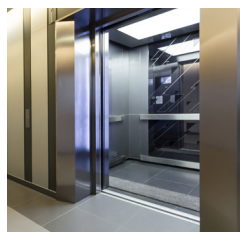
8. Activate hotel key cards.



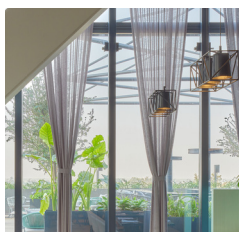
9. Enjoy an unforgettable stay!

TRAVEL with Confidence at the Check-In Area

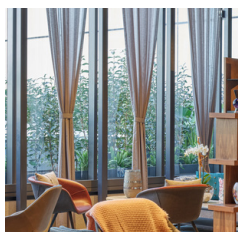
Deep cleaning/Disinfection



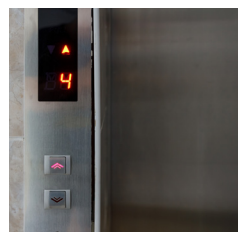
Elevator
and handrails



Windows



Curtains
and seats



Elevator
buttons



Hotel key
card



2. Public areas

According to guidelines provided by official authorities, we have developed strict disinfection processes so our guests can enjoy our public areas safely. We developed a partnership with **3M** and are using their cleaning and disinfecting products. All of them are approved by the US Environmental Protection Agency for the use against SARS CoV-2- in all hotel areas.

Main Actions:



Hand sanitizer dispensers: Visible signage will indicate the locations of hand sanitizer dispensers. Strict measures will be taken in highly transited areas such as basic health, hygiene, and social distancing recommendations as well as cleaning and disinfecting measures.



Spaces with a maximum capacity: Social distancing and limited capacity will apply in our stores, event rooms, restaurants, and elevators as determined by authorities.

Actions:

- We will place **hand sanitizer dispensers** in all elevator areas.
- We will disinfect public areas constantly.
- If you cough or sneeze, **please cover your face with a tissue or your inner elbow.**
- Do not forget to **wash your hands frequently** for at least 20 seconds.
- **Elevators cannot be occupied by more than four people,** and they should all face towards opposite corners.

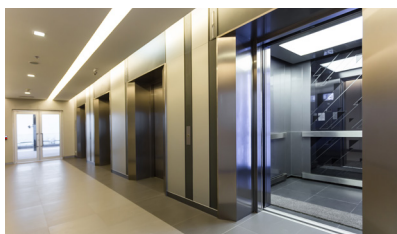
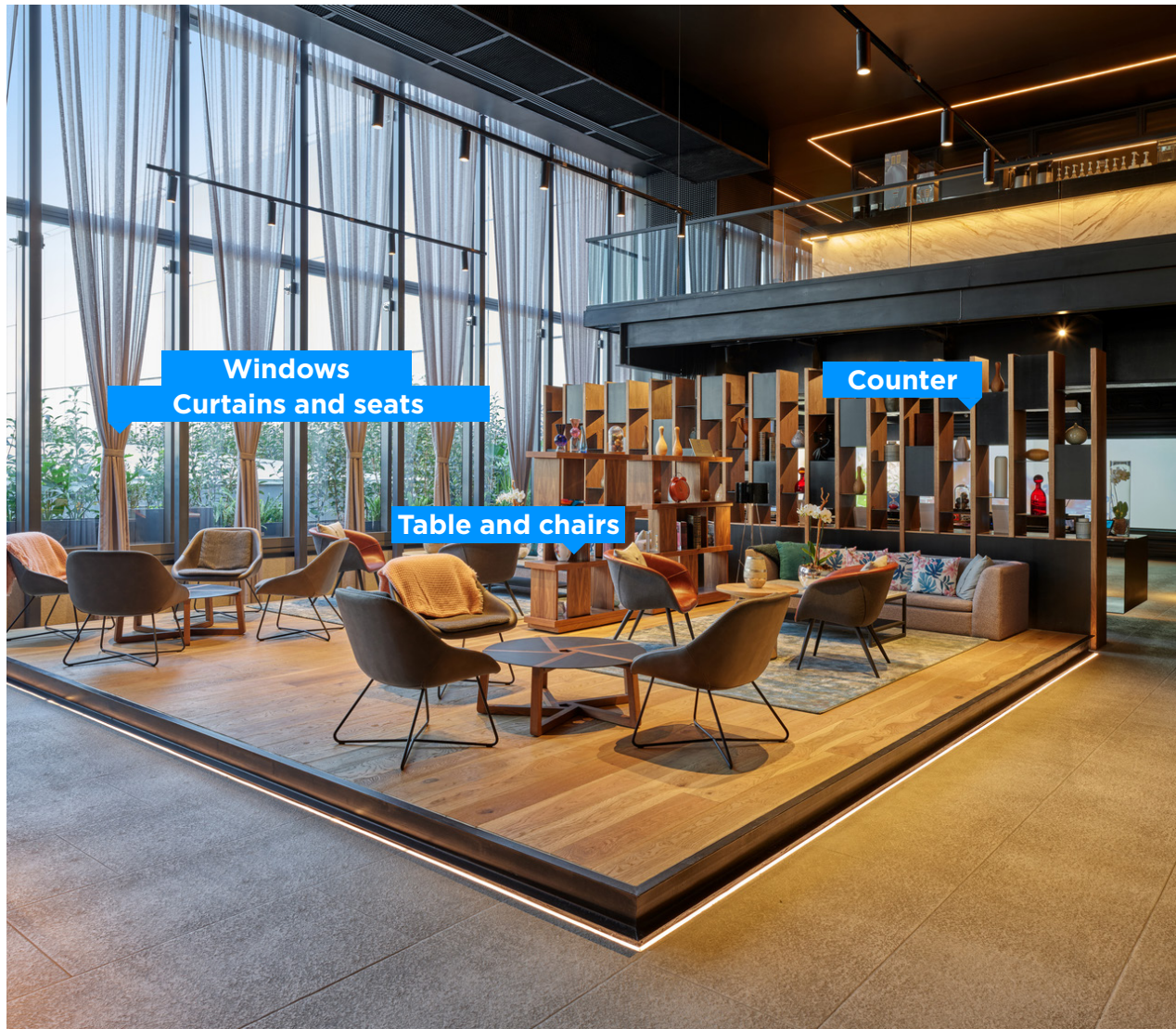
Gyms, spas, and swimming pools:

- Sanitizing protocols in swimming pools, spas and sun bed areas will be doubled.

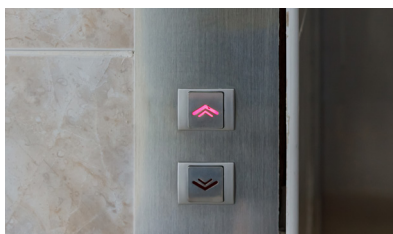
If you feel sick or show any COVID-19 symptoms, please let us know. Your well-being is our top priority. We will evaluate the situation together.

TRAVEL with Confidence at the Lobby

Deep cleaning/Disinfection



**Elevator
and handrails**



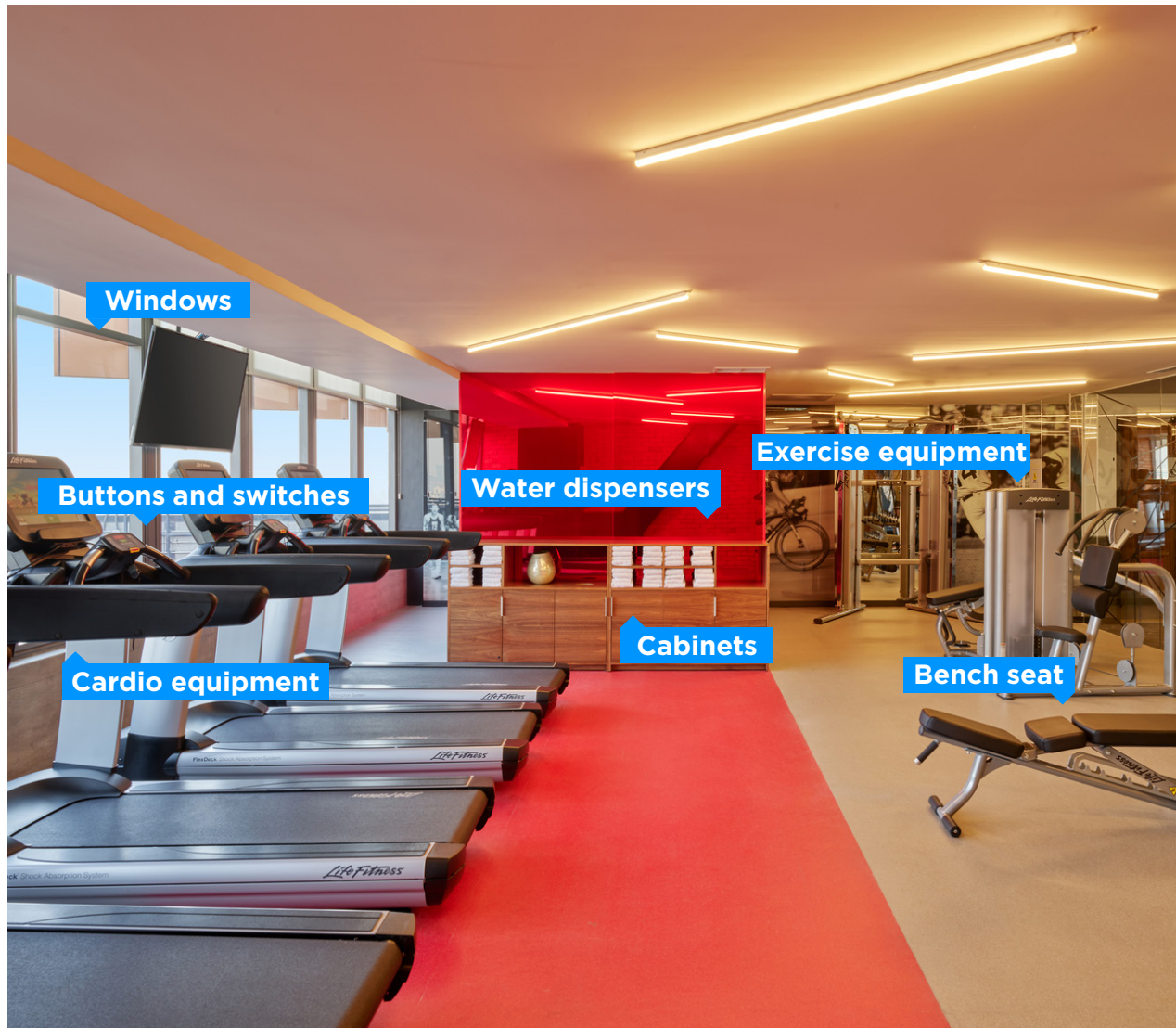
Elevator buttons



Trash can

TRAVEL with Confidence at the Gym

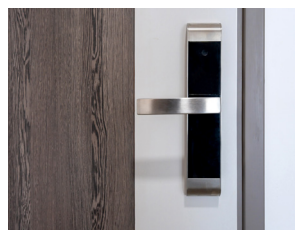
Deep cleaning/Disinfection



Light switches



Remote control



Door knobs



Bathrooms

TRAVEL with Confidence it the Halls

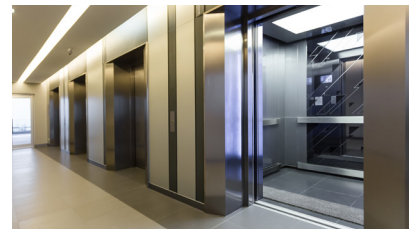
Deep cleaning/Disinfection



**Vending
machines and ATMs**



**Cabinets
and furnishings**



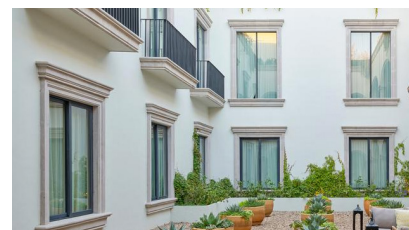
**Elevator and
handrails**



Light switches



Elevator buttons



Windows

3. Room cleaning and disinfection



Safety and hygiene for your rest

To provide you a safer environment and boost your trust, we partnered with **3M** Commercial Solutions for Cleaning, Sanitizing, and Disinfecting to determine the use of disinfecting, bactericide, virucide and fungicide products approved by the Environmental Protection Agency (EPA).



Regular housekeeping continues as specified in our protocols.



We will apply **3M** products on all hard surfaces such as door knobs, walls, windows, table tops, toilets, and bathrooms, killing 99.9% of fungi, bacteria, and viruses.

Frequently asked questions

How do you clean my room?

How do you clean my room?

Before your arrival, our hotel staff will carry out the 2-step cleaning and disinfecting protocol:*

- Deep cleaning
- Disinfection

*Only using the quality of **3M** products.

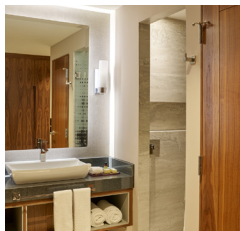
Are my towels and bedding clean?

For your confidence, all towels and bedding are separated by type and undergo a process of washing, disinfection, and drying while keeping agitation of dirty linens to a minimum.

TRAVEL with Confidence at your Room

Fiesta Americana

Deep cleaning/Disinfection



**Bathroom
and shower**



**Cabinets and
furnishings**



Towel hangers



**Desk, night
table, and
chairs**



Light switches



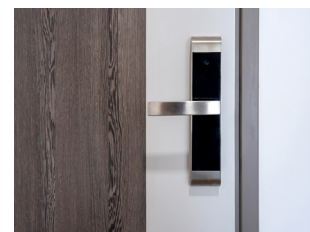
Remote control



Thermostat



Telephone

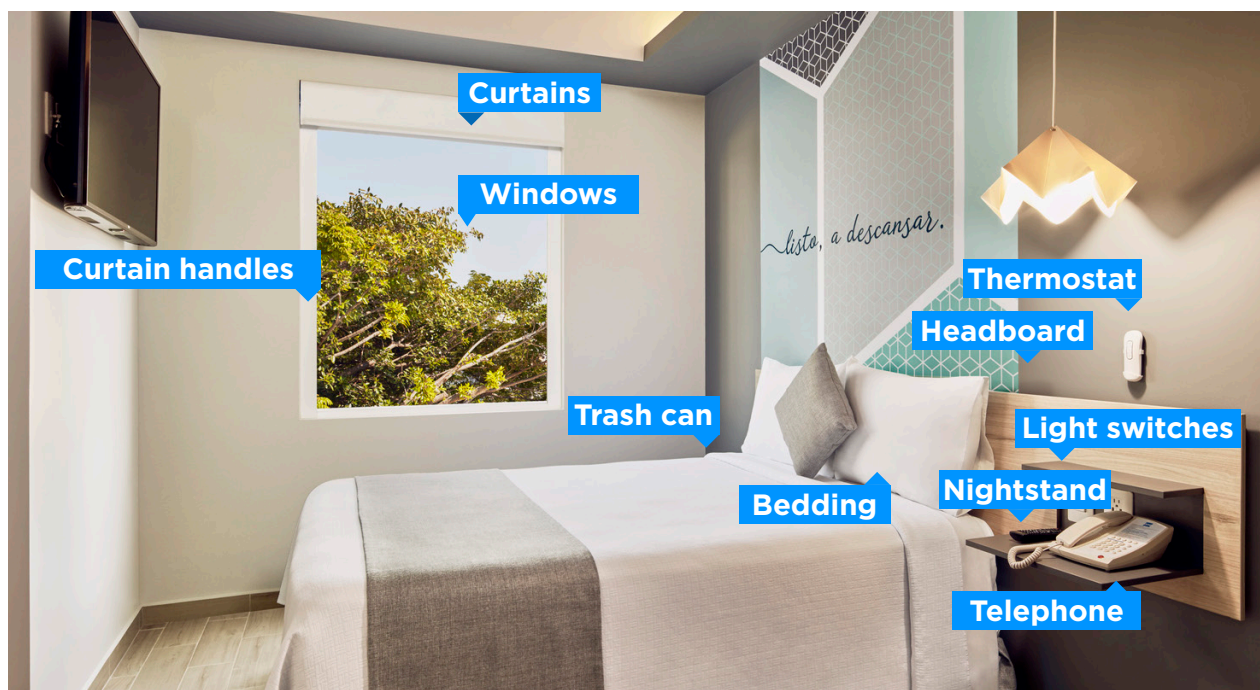


Door knobs

TRAVEL with Confidence in your Room

one

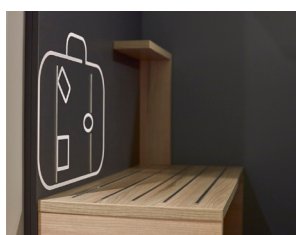
Deep cleaning/Disinfection



Bathroom
and shower



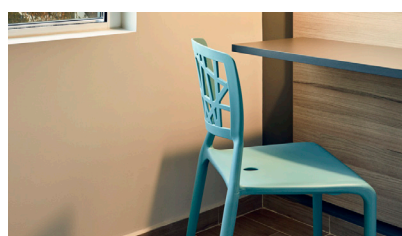
Water faucets



Cabinets and
furnishings



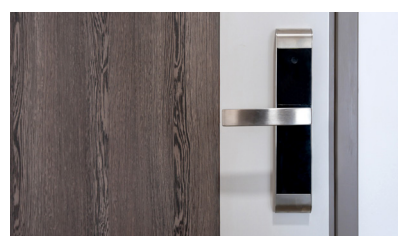
Desk, night
table, and chairs



Chair



Remote control



Door knobs

Main Actions:

- You will find **hand sanitizer dispenser** on every floor.
- Bed linens will be **carefully disinfected**.
- Your room will be **sanitized and disinfected a before your arrival**.
- We will pay **special attention to cleaning high-contact surfaces** such as the phone, door knobs, light switches, air conditioning panels, minibar handles, and corners.
- Our **air conditioning system works with negative ions**, which reduce loose particles in the air that may cause respiratory illnesses. They also neutralize odors, freshen the environment, and help reduce air pollution.



4. Food & beverages

We want you to continue to enjoy the best food, all prepared under **the strictest safety and hygiene measures.**

Actions:

Restaurants and bars:

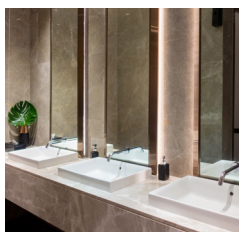
- Food management will be carried out under the standards dictated by Distintivo H, an award given by the Secretary of Tourism and the Secretary of Health that follows the hygiene standards of Mexican Law NMX-F605 NORMEX 2015.
- All food and beverage menus will be at our My Services platform, accessibly through your mobile devices.

TRAVEL with Confidence at Restaurants and Bars

Deep cleaning/Disinfection



Menu



Restrooms



Vending
machine
and ATM



Tray and
service



Point of
sale terminal

Terraces:

- All of our terraces will be subject to social distancing protocols and operating at permitted capacity.

Room Service:

- You may access all food and beverage menus through your mobile in our My Services platform, as well as on the TV screen and Fiesta Rewards app.
- Ice will be available upon request.

Catering and Coffee Breaks:

- Event capacity will be limited according to the number of attendants determined by the authorities.
- Social distancing measures will be respected in all settings.

POSADAS®

