



**Safety and hygiene program for  
groups and events.**

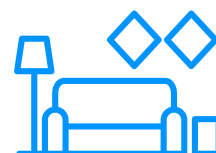
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# Cleaning and disinfection plan for groups and events

As part of Travel with Confidence, our new and improved hygiene and sanitation program we have developed, will allow our guests to travel and stay with us safely. Following Mexican Government guidelines, we have developed a best-in-class cleaning and disinfecting plan, as well as a series of recommendations for groups, conventions, meetings, weddings and other social events taking place at our hotels.

For the time being, basic measures for events and banquets will be the following.



## 1. Public areas

Following official guidelines, we have developed this plan under strict disinfecting protocols so you can enjoy our public areas and celebrate all sorts of events with total confidence and peace of mind. To upgrade our safety levels, we have partnered with 3M and determined the use of bactericides, virucides, and fungicides –all of them approved by the US Environmental Protection Agency– in several areas of the hotel.



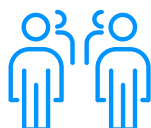
## Main actions:



**Access and capacity:** Our staff will keep guests informed about access protocols for different public areas in order to uphold capacity at its recommended limit, as well as necessary social distancing.



**Sanitizing gel stations:** Guests will be informed about available sanitizing gel at all times through signage.



**Maximum capacity:** Our stores, event spaces, restaurants, and elevators will function under social distancing measures and the maximum capacity determined by the authorities.

## Actions:

- If they cough or sneeze, participants will be required to cover their mouth with a tissue or cough/sneeze into their inner part of their elbow.
- Participants will be required to wash their hands frequently (for 20 seconds) and apply sanitizing gel where available.

## 2. Cleaning of public areas before, during, and after events



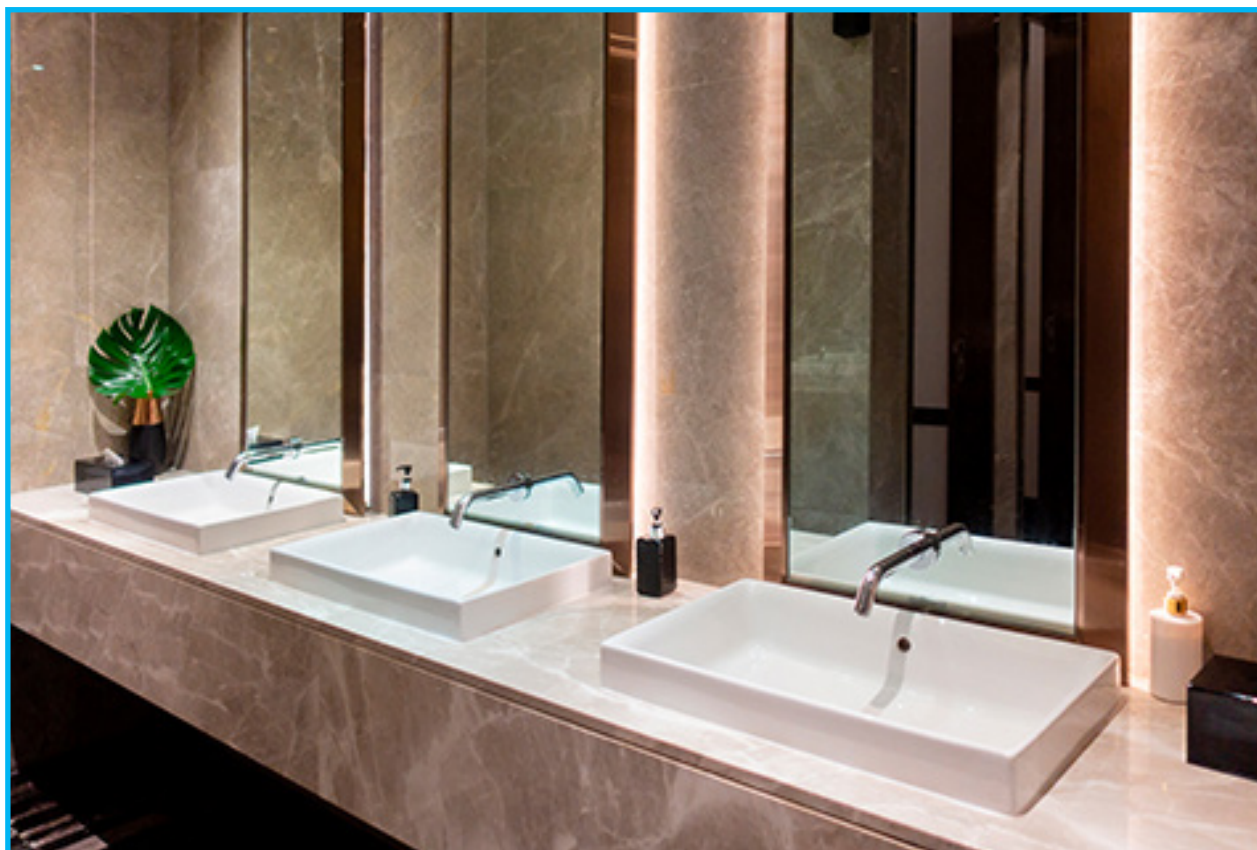
We want you to enjoy your events at our hotels, so our program includes a cleaning and disinfecting plan using 3M products that will commence at least 24 hours before the event and it will be repeated once the event is over. However, in public areas such as foyers, bathrooms, hallways, and the lobby, the process will be implemented more frequently throughout the day.

### **Bathrooms:**

- Guests will find sanitizing gel and towels in bathrooms.
- Bathroom facilities will be disinfected every 30 minutes –or more frequently, if needed– with authorized 3M products.
- We will provide disposable towels for hand drying.

### **Foyer:**

- Guests will find sanitizing gel and towels near doorways, elevators, and public phones.



## 3. Cleaning plan for events and banquets



We have considered a series of strategies to guarantee that all events take place under strict safety and hygiene measures. These strategies involve our staff, employees, and suppliers who are in charge of your event.

### Our staff's commitment

For your safety and security, all members of our staff will undergo constant training so they can assist you and answer all your questions.

### Actions:

- All audiovisual equipment will be disinfected before and after use.
- Microphones will be placed for each person in case of panel discussion.
- During Q&A sessions, the microphone will be handled only by a staff member or a person designated by the organizer.
- We will designate special areas for supplier deliveries, as well as a disinfection area for delivered materials.





- Warehouses and storage areas will be sprayed daily to guarantee all equipment is disinfected before being used for an event.
- Our air conditioning system works with negative ions, which reduce loose particles in the air that may cause respiratory illnesses. They also help neutralize odors, refresh the atmosphere, and reduce air pollution.





## 4. Food and beverage

We want you to continue relishing the best food, which is why every item will be handled under Distintivo H, which guarantees that we operate under the guidelines dictated by the Secretary of Tourism and the Secretary of Health as hygiene standards according to the Mexican rule NMX-F605 NORMEX 2015.

In addition, our staff will maintain social distancing and wear face masks, gloves, and hair nets at all times. Our kitchens, equipment, and prep areas will be frequently disinfected.

### Actions:

#### Tableware:

- Our table linens will be disinfected at a temperature of 60 °C (140 Fahrenheit).
- All tableware –dishes, glasses, napkins– will be disinfected at temperatures above 80 °C (176 Fahrenheit).
- Our staff will use gloves at all times when placing and handling tableware.

#### Plated dishes:

- Dishes will leave the kitchen covered and will remain that way until they are delivered to the guest.
- Our staff must wear protective equipment at all times.



#### **Coffee breaks:**

- Our staff members will assist guests during coffee service and will be wearing protective equipment.
- All drinks will be served in individual portions.
- All non-disposable items will be disinfected before, during, and after being used.

#### **Buffet:**

- Buffet will operate with separate stations in order to allow social distancing.







## 5. Weddings and social events

### Actions:

- All social events will be planned in a way that ensures maximum capacity.
- Venue layout consider several separate areas depending on the event, such as dance floor, bar, etc.
- All tableware –dishes, glasses, napkins– will be disinfected at temperatures above 80 °C (176 Fahrenheit) and will be placed at the time of serving.



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