



COVID-19 PROTOCOL



For complying with the technical provisions related to the certification in Health Protection and Prevention in tourist facilities ... Awarded to **Maya Luna Mahahual SA de CV**.

After answering 282 questions, preparing 115 evidence of reports including records documents, photographic evidence, logs, product lists and strategy documents ... plus 12 hours of training that we have provided to the staff and that they have completed successfully ... we have!

Below is a summary of some measures we take to protect as much as possible our guests as well as our staff!

For Maya Luna the safety of our guests as well as our staff has always been a priority.

Hereby we inform you about some measures we take at Maya Luna about the pandemic caused by # COVID-19. If you have questions, please send us an e-mail and we will gladly answer you.

MAYA LUNA RE-OPENING

From June 18 we began to receive guests little by little in our Hotel. Of course, after # COVID-19 nothing will be like before;

To avoid infections by # COVID-19 we have implemented a long list of new measures in our resort. Some required by the Mexican government, such as antibacterial gel, mouth caps, taking the temperature of our guests and, of course, washing our hands when necessary and keeping our distance.

Of course we respect the strict requirements to keep the facilities clean and the mandatory distance of 2 meters, an important requirement.



LATER VACATION # COVID-19

For all those who know the restaurant of our hotel, know that the distance does not have to be a problem, on the contrary. Maya Luna's location 4 km from the town is already a great advantage at this time. Furthermore, the 4 bungalows are separated by 7 meters. The tables on the beach are also 5 meters apart.

Actually, these "characteristics" make Hotel Restaurante Maya Luna the ideal place to take a vacation in a natural way in the post-# COVID-19 era or the "new normal".

ADDITIONAL MEASURES FOR YOUR SAFETY

To make your vacation as pleasant and safe as possible, we have taken the following additional steps at Maya Luna. (Of course all these measures are in accordance with the guidelines and requirements of the Federal Government).

CONTACT WITH THE MAYA LUNA TEAM

With our work team we review every week the (new) guidelines that the government has imposed on us regarding # COVID-19. These meetings will be about contact with guests, hygiene in general and in the kitchen in particular to keep the facilities clean.

During the first stage the staff will have as little contact as possible with the guests. In common areas everyone is required to wear mouth covers and gloves. We wash our hands regularly with disinfectant soap. In the bungalows we also make disinfectant soap available to guests. Just like we offer mouth covers to our clients.

Each bungalow has its own lounge chairs in front. Of course the mattresses and loungers are also kept clean.

CLEANING OF THE FACILITIES

Due to # COVID-19 we had to adapt our policy regarding cleaning the bungalows; According to international guidelines, all bungalows will be equipped with their own cleaning kit so that our guests can keep their bungalow clean during their stay. The goal of this change is to minimize contact between us and guests. Of course we make sure that there is enough toilet paper every day and that the garbage is emptied. At the end of the stay we do a deep cleaning of the bungalow.

If our guests prefer daily cleaning, it will be agreed upon arrival at what time it will take place. During cleaning, guests have to leave their bungalow for at least one hour while staying elsewhere on the beach.



COVID-19 | BAR AND RESTAURANT SERVICE

Our restaurant / reception room with the bar inside the main building will be temporarily closed to guests due to # COVID-19. There will be a table in front of the patio doors that will function as an "outside bar".

This "outside bar" will also serve as a "service hatch" for the kitchen and restaurant area on the patio and beach. Of course, this beer garden is kept clean.

The menu is available under glass on the outside bar. Everyone can, if they wish, place their order through WhatsApp or at the "outside bar". The rule is 1 person maximum on the outside bar at the same time. While waiting for your turn in the yard, the use of a mask is mandatory. You will be informed how long it will take before everything is ready. 1 person in the group can pick up the order at the "outside bar" and take it to one of the tables in the patio or garden. Eating in the bungalow or on the terrace of the bungalow is, of course, also an option. We hope that after dinner everyone can put all the dishes, etc. at the outside bar.

OUR BAR SERVICE

The same rules apply for ordering drinks. This can be done in the "outside bar" or on WhatsApp. You can take them to your table or bungalow yourself.

VISITORS IN OUR RESTAURANT

We accept a maximum number of outsiders at the same time in our restaurant so that everyone can easily get attached to the 1.5 meter distance.

Outside guests can use the public toilets.

COVID-19 | CHECK IN AND CHECK OUT

In general, we have already made a "reservation" on a credit or debit card. The preferable option for everyone will be to supplement the total amount of your reservation (one day) before your arrival. But in case you still have to pay the other half, you can check-in with Carolina, the owner, at the outside bar.

For the rest of the amount we offer several options:

CASH. Pay the remaining amount exactly, so that as little money as possible goes from hand to hand.

WIRE TRANSFER. The remaining amount can be transferred to our bank account one day in advance

CREDIT OR DEBIT CARD. Only one of us uses the terminal. It will be cleaned before and after each transaction.

We wish you a **Happy Stay**
in this new coexistence.