



## COVID-19 PROTOCOL

At Hotel Mi Solar the health and safety of our guests and collaborators is the most important thing for us, so we implement the following preventive health measures of operation:

- Protective glass barriers at points of contact as reception.
- Sanitizing mats at the entrance of the hotel and restaurant.
- Antibacterial gel dispensers next to all contact points such as entrance to the hotel, entrance to the bathrooms, reception, gym, among others.
- Registration and temperature taking of guests and collaborators
- Use of a mandatory mask for all collaborators and guests
- Capacity limit of common areas such as gym and rest areas.
- Gym use and sanitation protocol.
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- Updated protocol for cleaning and disinfection of rooms.
- Signs with correct hand washing technique.
- QR menus, as well as menus and disposable paper napkins in restaurants.
- Restaurant capacity limit.
- Obtaining the SAFE TRAVELS certificate endorsed by the WTTC and the State Secretary of Tourism.
- Creation of social distancing policies and practices between clients and collaborators:  
We have modified our work spaces, to help our collaborators and clients maintain social distancing and physically separate employees from each other and from clients whenever possible.





## ¿En qué consiste la certificación Safe Travels?

- The Safe Travels certification consists of a series of protocols and guidelines developed by the WTTC (World Travel & Tourism Council), the WHO (World Health Organization), as well as the main international travel and tourism associations, derived from the COVID-19 measures were developed to preserve the health of travelers.
- In order for tourism service providers to obtain the Safe Travels seal, they must fully comply with all hygiene and sanitation measures developed for the new coexistence.
- The destinations in Mexico that have the Safe Travels seal are Cancun, the Riviera Maya, Cozumel, the Mexican Caribbean, Yucatán, Michoacán, Jalisco, Nayarit, and Baja California Sur.
- The Safe Travels seal in any of the Hotels in Mexico and the world, means that they are safe to stay since they operate under the guidelines developed to preserve the hygiene and optimal cleaning of their facilities, resulting in a healthy return to activities tourist.

