



CLEAN AND SAFE FOR EVERYONE

Our commitment to keeping you safe and healthy attached to cleaning standards in the industry.

Thanks to all the effort that each one of us has put in to prevent the spread from the SARS CoV-2 virus, the world gradually begins to reopen. We are happy to give welcome each and every one of you to our hotels as we comply with the required health and wellness standards. Start planning your next visit at beautiful and warm beaches of Bahías de Huatulco, we understand that understandably will have a heightened awareness and expectations of cleanliness when it comes to your choice of accommodation.

Grupo Isla has developed a new program with high cleaning standards that takes by name **CLEAN AND SAFE FOR EVERYONE**. This program was based on the guide provided by the Centers for Disease Control and Prevention (CDC), the Environmental Protection Agency (EPA) and the Health and Safety Administration Occupational (OSHA).

The **CLEAN AND SAFE FOR EVERYONE** program was developed to cover everything from the guest room and common services; cleaning the area, until optimized processes that minimize contact between guests and collaborators while maintaining customer service.

Next time we are honored to receive it, there will be some changes that you will be able to see clearly, such as installing spacing floor decals social, containers with antibacterial gel made from alcohol; while others, you can be sure that they are being carried out, such as the application of high and thorough cleaning standards.

The **CLEAN AND SAFE FOR EVERYONE** program addresses five key areas in our Hotels:

1. RECEPTION AND LOBBY:

- Guests' contact with staff will be minimized through a Simplified check-in and check-out process.
- Social distancing measures will be implemented, Wellness best practice posters are prominently displayed and remove all brochures, magazines and newspapers from the lobby.
- Disinfection stations will be available in hotels.
- Improved disinfection procedures will be carried out in the reception, lobby and guest contact points throughout the hotel, and disinfection will be done regularly.

2. ROOM AND CLEANING SERVICE:

- For the safety and well-being of guests and employees, the Daily cleaning will be done upon request.
- Unnecessary items will be removed from the rooms, such as decorative pillows and bed runners.
- Enhanced and comprehensive cleaning protocols will be implemented in rooms. If possible, you will not enter the rooms of the guests for 24 hours after departure, at which time perform a deep cleaning of the room, bedding and all contact points, e.g. door handles, switches lights, taps, clocks and hangers. With chemicals intended for kill COVID-19.

HOTEL ISLA NATURA BEACH HUATULCO / LA ISLA HUATULCO & BEACH CLUB

Bahías de Huatulco, Oaxaca

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3. BREAKFAST OFFERS:

While the importance of a quality breakfast is recognized, the offerings have been tailored to prioritize your health and safety, including:

- Breakfast offerings that comply with local regulations, handle a access to the restaurant limited to a certain number of people; to avoid an unnecessary congregation of people.
- Enhanced “Grab & Go” offers will be implemented, providing customers with Guest packaged food and beverage options.
- It will be chosen to offer a "served" breakfast to minimize contact of guests with food, beverages and surfaces, and contamination crusade.

4. PUBLIC SERVICES:

- When public services such as gyms are allowed to open, Swimming pools and meeting rooms will be cleaned at controlled close with disinfectant chemicals.
- Hand sanitizer will be provided for guests and employees in all public areas.

5. REQUIREMENTS OF THE STAFF AND EMPLOYEES OF THE HOTEL:

- Hotel employees will follow strict guidelines, including the use of personal protective equipment, frequent hand washing protocols and strict, and cleaning / laundry staff will wear gloves and a mask.
- Employee workstations will be cleaned and disinfected after each shift.

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