



We understand the concern about the current situation around the Coronavirus (COVID-19), we want to assure you that the health and well-being of your family and our staff is our priority. With the commitment to hygiene and sanitation protocols that we have implemented and reinforced, we want you to feel calm when traveling to our hotels.

Determined to keep up with COVID-19 certification in our facilities, we will be carrying out continuous and deep sanitation of all the areas of our resorts. We have partnered up with two experienced and world-renowned companies specialized in quality and hygienic processes certification, Preverisk and Cristal, to properly carry out vigorous cleaning and sanitation procedures throughout all of the different areas within resorts.

Some of the new [**#AlwaysCommitted program**](#) standards include:

COMMITMENT TO HYGIENE PROTOCOLS AND PREVENTIVE ACTION MEASURES
AGAINST COVID-19:

- Enforced and included additional guidelines to strengthening our dedication to service and care, to continue offering insuperable vacationing experiences.
- All staff will wear masks, gloves and when necessary protective masks.
- Physical distancing is enforced in all areas.
- Placement of antibacterial gel in all “guest contact” areas.

COMMITMENT UPON ARRIVAL:

- Body temperature will be checked with a thermal camera thermometer.
- It is necessary that guests use face masks at the time of arrival.
- Check-in and check-out done by a single person per family following the distance signs posted on floors.
- Larger groups, charters and event parties have a special area assigned according to the number of guests that make up the group.

COMMITMENT TO ROOM CLEANLINESS:

- Rooms will have a “guarantee seal”, indicating that the room has been sanitized under the strict protocols of Preverisk and Cristal.
- With a Hygiene Photometer random tests to scan rooms, corridors and work equipment carried out to verify proper disinfection practice.

COMMITMENT IN FOOD AND BEVERAGES:

- Established maximum capacity of guests per consumption center and distance between each table.
- Enforce the implemented cleaning and disinfection processes as established by NOM-251 and the international standards of the Preverisk Group and Cristal in kitchen areas and bars.
- Frequent and routine disinfection of menus, checkbooks, terminals, pens and phones constantly and after each use.
- Intensified cleaning process and disinfection of utensils and work tables.
- Acrylic barriers in the areas of bars and cashiers to prevent direct contact with guests.

COMMITMENT TO POOLS AND BEACH:

- Safe distance and limited number of lounge chairs in swimming pools and beach areas.
- Anti-bacterial gel dispensers placed in all areas and disinfection of chairs, cushions and areas of both the pool and beach restaurants.
- Strict program for cleaning and disinfecting utensils, towels and work equipment.

COMMITMENT TO FITNESS CENTER AND SPA:

- Anti-bacterial gel dispensers at the entrance as well as disinfecting towels for personal use.
- For gym use, appointments need to be made and are set for up to a maximum of an hour and a half.
- Floors and exercise equipment are disinfected every two hours.
- Massage areas, temazcal, hydrotherapy area and beauty salon are sanitized according to the strict protocols of Preverisk and Cristal.

COMMITMENT TO KIDS CLUB AND TEENS CLUB:

- Temperature will be taken before entering the facilities.
- Limited and maximum number of guests in facilities, as well as the length of stay is established.
- Periodically and routinely clean all items and surfaces.

Always committed to taking care of yours and your family's health, thereby offering the safest and cleanest environment possible, so that all you have to worry about is enjoying your vacation.

Aware of the situation we are taking charge of reservation changes and support with our **cancellation policy** 24 hours before your arrival.