



## GLOBAL PREVENTION, HYGIENE AND SANITATION PROGRAM May 13, 2020.



**Dear clients,**

At Posadas for more than fifty years, we have been like a second home to our guests. So today more than ever, we reaffirm our commitment to our clients, guests, and employees.

We have developed a global prevention, hygiene, disinfection, and sanitation program called Travel with Confidence, for the more than 180 hotels that make up Live Aqua, Grand Fiesta Americana, Fiesta Americana, The Exploreal, Fiesta Inn, Gamma, and one. The program, in partnership with 3M, will involve the use of its products, which are approved against SARS-CoV-2 by the United States Environmental Protection Agency (EPA), in each stage of the cleaning processes in all hotel spaces.

We are implementing the most effective sanitary measures to be able to continue to offer our guests, clients, and employees memorable experiences in a safe environment, from the moment of arrival, through public areas and elevators, to accommodations. Our protocols follow the recommendations of official organizations such as the Mexican Government, the Mexican Health Secretary, the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), and the World Travel & Tourism Council (WTTC), among others. Likewise, as Posadas we participate in the preparation of the Global Protocols for the New Normal led by WTTC.

All hotel employees are trained in prevention, hygiene, disinfection, and sanitation protocols like hand washing, social distancing, and constant cleaning of work spaces and equipment, as well as the necessary added measures for their safety and the one of those around them. Protocols include employee dining rooms and meeting spaces.

The global Travel with Confidence program includes the following protocols:

### CHECK IN & CHECK OUT

We have installed acrylic shields on every front desk to avoid direct contact with guests. We will provide each guest with a kit of hygiene and protection products. We will also be providing digital Check in and express Check out for safety and efficiency.

### ACCOMMODATIONS

The new prevention, hygiene, disinfection, and sanitation protocol includes three steps:

1. Thorough cleaning of all spaces: hallway, rugs, floors, table, bureau, chair, sofa, bed, bathroom, and shower.
2. Secondary sterilization with 3M products approved against SARS-CoV-2 by the United States Environmental Protection Agency (EPA).
3. Sanitary misting of the whole room.

Thus we offer more protection, security and confidence to our guests.

## FOOD AND BEVERAGES

In food and beverage management, we have the highest standards and certifications such as the 'Distintivo H' for city hotels and 'Cristal' for beach hotels. We have reduced the capacity of diners in all restaurants and we have applied a healthy social distance between tables.

Grab and go service is also available, thus offering greater safety and confidence in the handling of food.

We are using disposable placemats featuring a QR code so guests can access the restaurant's menu while avoiding the use of physical ones.

Temporarily all buffet services will be removed from our hotels, guaranteeing greater protection for all our guests.

## PUBLIC AREAS

We have increased the frequency of cleaning and disinfecting of public areas: reception, doors and hallways, elevators, co-working spaces, and gyms. We have also installed clear signage to facilitate healthy social distancing.

## POOLS

The pools will have a maximum capacity, and the lounge chairs, beach cabanas, and umbrellas will be separated to ensure a healthy social distance between our guests. We have also increased the frequency of disinfection of swimming pools.

## MAINTENANCE

The hotel's maintenance staff is responsible for the operation and hygiene of the air conditioning equipment, and the supply and correct application of all the products that are part of the Travel with Confidence program.

## FLEXIBLE RESERVATION POLICY

We are aware that in the current context you may need to make changes to your plans. So our reservation channels are open to reschedule them with full flexibility in changes and cancellations.

## SUPPORTING THE MEDICAL COMMUNITY

In solidarity with the medical community in Mexico and with the objective of providing them with a resting place during the current contingency, we are providing more than 15,000 free nights, food, transportation, and meeting rooms to health professionals who treat COVID-19 in Baja California, Chihuahua, Mexico City, Jalisco, Oaxaca, Puebla, Quintana Roo and Yucatan.

## FIESTA REWARDS®

At Fiesta Rewards®, the best loyalty program for frequent travelers that recognizes and rewards guests for their choice to stay at our hotels, we have appreciated and recognized your loyalty for over thirty years. We know that your safety and that of your family are the most important. That is why we have extended the validity of your Fiesta Rewards points until December 31, 2020, and your membership level until January 31, 2021, so you can continue traveling and sharing great moments with your loved ones.