

THE FOUR PILLARS

# HOW WE CARE PRINCIPLES

Four principles that will help us bring this concept to life

## Safe Environment

Making your travels safer

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## Standards of Hygiene

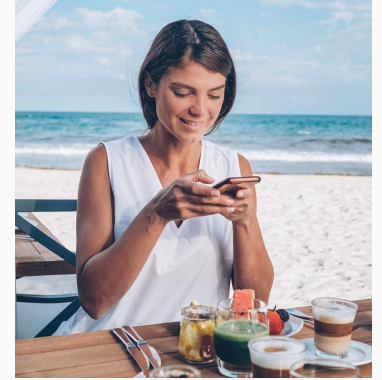
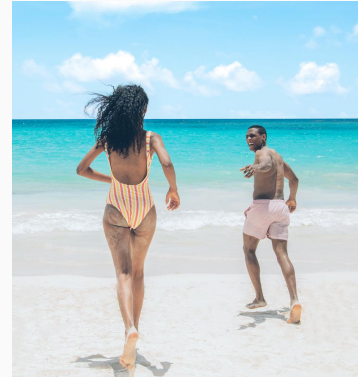
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Clean Space,  
Safe Space

## Social Distancing

Stay apart,  
remain united

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## Smart Innovation

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Leading Innovative  
Luxury

## Safe Environment

Our hotels, each an authentic oasis of safety, are innovating safety and security standards so all customers are confident in their stay.



### 01.

Since 2018 **Cristal International Standards** have certified us in compliance with local and international safety standards, as well as the **Earth Check** certification, reinforcing our sustainability policy.

### 02.

Specialized, expertly **trained personnel** are present at all times with appropriate health and safety equipment.

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### 03.

**Secure access to property** observing the latest hygiene protocols for suppliers and employees.

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### 04.

24/7 medical service and ambulance in property or on call, secure and isolation ready rooms within property.

### 05.

Inspection of all goods and products delivered to the hotels, with preference given to sustainable local sources.

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### 06.

We serve food of guaranteed traceability, from known, local, and sustainable origin based on the unique approach of our **Honest Food** philosophy.

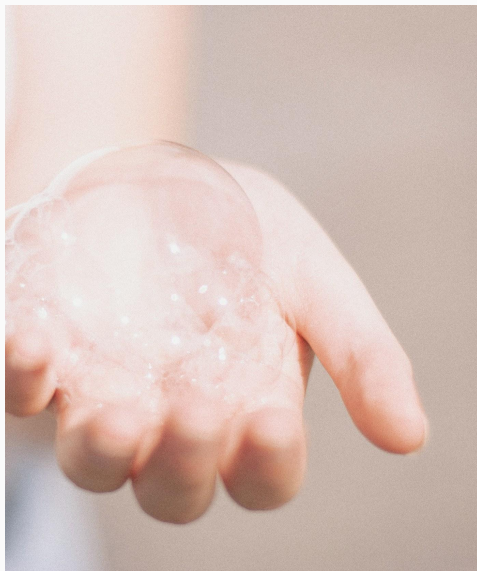
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### 07.

Strict **compliance with WHO, CDC**, and local hygiene agency recommendations.

## Standards of Hygiene

Improving constantly and able to demonstrate our action plans in terms of cleaning, hygiene, and disinfection of all areas ensuring the hotel is to the highest standards.



### 01.

Rooms are disinfected and cleaned with certified biodegradable products **24 hours** prior to guest check in. Linens and textiles are cleaned through laundry certified process.

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### 02.

To ensure customer safety we have **reinforced new cleaning protocols** for our dining areas. All buffets, and a la carte restaurants are to be deep cleaned between meal times. Buffets are now assisted by staff and single-touch stands have been installed in all entrances.

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### 03.

We have increased the number of times common areas are disinfected, closing off each area to disinfect all surfaces and furniture.

### 04.

Cleaning equipment, from certified suppliers, as well as **protective gear for all employees** is being provided for the safety of guests and staff alike.

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### 05.

New cleaning measures and protocols using **certified sustainable products** and taking an eco-friendly approach to guarantee maximum efficiency without harming the environment.

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### 06.

Following guidelines from **expert virologists** we have adapted our protocols to new and ongoing circumstances, increasing the frequency of disinfection from twice to multiple times a day, as well as establishing an ongoing cleaning process.

## Social Distancing

Making the most of open, outdoor spaces and encouraging their use is seen as a security measure, but also as a real luxury that we can enjoy while on vacation.



# 01.

We are making the most of our picturesque outdoor spaces and using these as extra dining locations, and with social distancing measures outdoor group activities as well.

# 02.

Room service is now a no-contact service for a more intimate experience. Food is delivered in a closed compostable package with reusable bamboo plating and implements.

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# 03.

We are encouraging advanced reservations for our a la carte restaurants as the number of tables has been lowered. In addition, outdoor areas have been added to expand our buffets and alfresco dining experiences.

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# 04.

Workshops, activities, and live music shows have been restructured to aid social distancing regulations, indoor shows have been limited in audience capacity.

# 05.

Signage on waiting areas has been installed to aid the flow and avoid crowds.

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# 06.

Hammocks, lounge chairs, and all seated areas have been reorganized to aid social distancing, thus creating a more intimate setting for all guests to enjoy.

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# 07.

We have substituted self-service stations for Star Cafe compostable to-go packaging that is also reusable.

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# 08.

Family workshops and activities are now limited to smaller groups of 6 and will have to be reserved in advance.

## Smart Innovation

We are introducing innovations in the way we provide information to our customers and communicate with them so that we can be as close as ever without the need for physical proximity.



### 01.

Private and convenient check in and out through the Iberostar app.

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### 02.

Current information on all services, leisure activities, and dinner reservations can be found through the Iberostar app.

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### 03.

Receive up to date information through our 24 hour e-concierge through the Iberostar app or your in-room telephone.

### 04.

To reinforce our paperless philosophy, all our menus, activity schedules, and reservation procedures are done through the Iberostar app. Likewise, current information can be found throughout property in digital screened totems.

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### 05.

Through our Star Camp educational program, Doctor Superhero, the little ones are able to play and interact while respecting social distancing rules, while also engaging in no-contact games, activities and outdoor experiences tailored to each age group.