

**SOON IT WILL BE THE TIME TO SEE EACH OTHER AGAIN AND SHARE  
MEMORABLE EXPERIENCES IN A SAFE SETTING.**

In line with our vision to offer our guests and their family memorable experiences and a world class stay, we reinforce our commitment with their wellbeing, health and safety.

To ensure we fulfill this commitment, we are pleased to announce our new **SAFE GUEST PROGRAM**, whose purpose is to provide confidence and peace of mind during the planning process of a future trip.

Our program is built around Park Royal's own safety and hygiene measures, covering four fundamental areas in the operation of our hotels, guaranteeing the safety of our guests, members and employees:

1. Public areas
2. Guest rooms
3. Water system
4. Pools
5. Staff

Our **SAFE GUEST PROGRAM** is centered on quality, safety and hygiene during the different moments our guests spend with us, from their arrival up until their departure.

## 1. HAPPY TO MEET YOU AGAIN

- Take guests' temperature
- Sanitation stations with antibacterial gel
- Social distancing of 6 ft.

## 5. WHERE THE MAGIC HAPPENS

- Quality, hygiene and safety standards also apply to our processes for collaborators and visitors

## 4. COME BACK SOON!

- Express check out

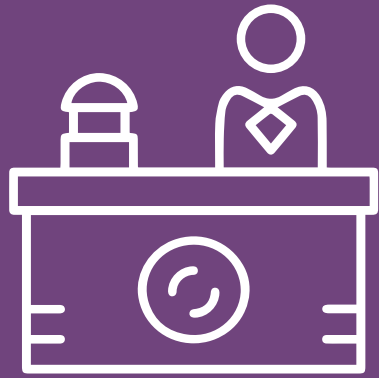


## 2. REST & RELAX

- Cleaning, sanitation and disinfecting processes

## 3. ENJOY YOUR STAY

- Cleaning and sanitation of public areas
- Clean and disinfect cots, chairs and tables after each use
- 6 ft. social distancing on pool area



## HAPPY TO MEET YOU AGAIN

From their arrival, our guests can be sure we apply the best practices in quality, hygiene and security for a comfortable stay.

1. At the access to our facilities we have disinfectant rugs for shoes.
2. We offer sanitizing gel to our guests at check in, in addition to sanitizing stations in different areas of the hotel.
3. As part of our security protocols, we will take the guests' temperature and ask to complete a general health questionnaire to begin the check-in process.
4. An attendant will disinfect your luggage.
5. We invite our guests to participate in social distancing, which consists in maintaining a 6 ft. distance between other guests, as signaled on the floor.
6. The front desk area will be disinfected between each check-in process.
7. If medical assistance is required, we will refer our guests to the local medical service indicated by the city authorities.
8. Constant cleaning and disinfection in all areas of the hotel.



## REST & RELAX

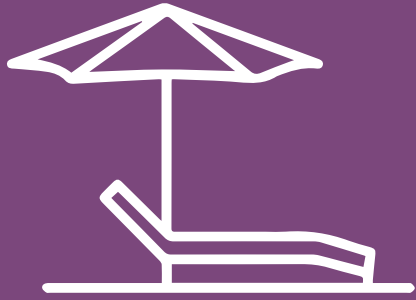


We establish the following measures to guarantee your safety:

1. General cleaning under certificated processes.
2. Previous sanitation of all objects in the room, such as remote control, telephone, safety deposit box, electrical contacts, decorative elements, amenities, etc.
3. Cleaning and maintenance when the guests are not in their room, to apply the cleaning and disinfecting procedures with specialized products.



## ENJOY YOUR STAY



We will make your stay with us a memorable one, taking care of you and your loved ones.

1. We will implement additional cleaning and sanitation processes during the day and night in every area of the hotel, as well as high traffic guest and employee areas.
2. Employees assigned to the cleaning and sanitation programs in public areas are highly qualified in the cleaning processes and use of sanitization products.
3. Lounge chairs around the pool area will be arranged in pairs, with a distance of 6 ft. between each one\*.
4. Lounge chairs service tables, and chairs in the pool area are disinfected after each use\*.
5. Emphasized cleanliness and disinfection in the towel hut area\*.
6. Employees designated to provide towels will constantly use gloves\*.
7. We will emphasize sanitation and cleanliness in all public bathrooms.
8. We have intensified our security and hygiene measures in the merchandise reception area, as well as strict merchandise handling procedures\*.
9. Tables and chairs around the hotel, will be separated with a distance of 6 ft.

\*These protocols may vary by hotel depending on the services provided.



## COME BACK SOON!



We hope you have had a comfortable and secure stay, thank you for your preference.

1. Express check-out is available for all guests one day before their departure, reducing waiting time and delays at the front desk.
2. To return your room key, please ask for the procedure in the reception.





## WHERE THE MAGIC HAPPENS

Our quality, hygiene and safety standards also apply in our processes for employees and visitors.

1. Strict access control for employees, visitors, and suppliers, including taking one's temperature, disinfection of shoes and hand sanitizing.
2. Sanitation stations in all operational and administrative areas.
3. A team of employees will receive, disinfect and organize merchandise entering the hotel.
4. Constant training of our staff in quality, security and hygiene protocols.
5. Internal audits will allow us to assure the correct fulfillment of the processes of quality, security and hygiene in all our hotels.

