

## ESSENTIAL REQUIREMENTS AT SHERATON BUGANVILIAS AFTER REOPENING

At Sheraton Baganvilias Resort & Convention Center we have developed special operational plans and in-house training courses on different protocols that will be carried out to obtain a successful reopening and ensure our guests maximum security and reliability.

### PERSONNEL ENTRANCE - Entry Through Employee Entrance



01

Disinfection of footwear using a sanitizing mat.



02

Hand disinfection is carried out before associates enter their work area.



03

Supervision of proper use of mask (covering nose and mouth) and gloves.



04

Temperature screen will be conducted.

### FRONT DESK - Check-In

#### Guest Arrival



01

There will be disinfectant mats at our main entrance to the hotel, so that the guests clean their shoes before entering.



02

Temperature of every guest will be taken and the use of anti-bacterial gel and mask (provided by the hotel) will be required.



03

Safety signs and floor markings have been installed around the hotel to indicate adequate physical distancing.



04

At front desk we have Personal Protective Equipment (PPE) kit available upon request of the guest.



05

Acrylic sheets have been placed between the Receptionist and the Guest to avoid contact.



06

After the exchange of objects between each guest and associate should perform proper hand hygiene.



07

Credit card terminals were placed within reach of the guest, so that the guest can insert / slide card without involving the receptionist.



08

We will have a tombola where the room keys will be deposited to carry out the disinfection process.

## Room Cleaning



01

Schedule room cleaning service in advance as to assure guests are not inside the room once the housekeeper arrives.



02

To ensure the room is completely disinfected a sanitization process will be carried out with an electrostatic sprayer.



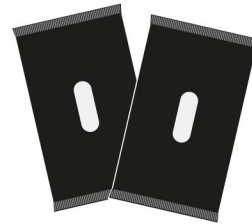
03

Our housekeepers will use PPE at all times (masks and latex gloves).



04

During the guest's stay all room equipment and accessories will be disinfected daily.



05

Each of our rooms will have a disinfecting wipes kit.

## Food & Beverage Service in Restaurants and Bars



01

Our service personnel will maintain personal hygiene at all times.



02

Our personnel use their PPE at all times (masks and latex gloves).



03

For your comfort and safety limited capacity will be applied in all our F&B establishments.



04

Service stations, service carts, beverage stations and trays are disinfected at least once every hour.



**LA VILLITA**  
RESTAURANT & BUFFET

05

We have menus available in QR Code for all our F&B establishments, which can be consulted on a mobile device to avoid contact of printed menus.

## Room Service



01

Food ordered from Room Service will be in disposable containers and delivered at the door.



02

Food tray and cart equipment will be disinfected before and after each service.



03

Our associates will use their PPE at all times.



04

We will ask the guest to place their food waste in the hall when they finish their food and call Guest Service "0" to remove them.

## Spa

*\*Spa service will be available as soon as the corresponding authorities allow it.*



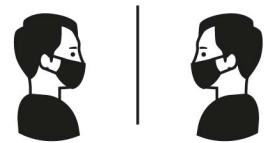
01

At the end of each shift, the Ozone air purifier machine will be placed for better a disinfection.



02

Our massage therapists will constantly clean and disinfect the cabin before and after each service.



03

Acrylic sheets have been placed between the Concierge Spa desk and the Guest to avoid contact.



04

After the exchange of objects between each guest and associate should perform proper hand hygiene.



05

Credit card terminals were placed within reach of the guest, so that the guest can insert / slide card without involving the receptionist.

## Fitness Center

*\*Fitness Center service will be available as soon as the corresponding authorities allow it.*



01

Disinfection of all weight equipment after each use per guest.



02

Anti-bacterial gel dispensers will be available.



03

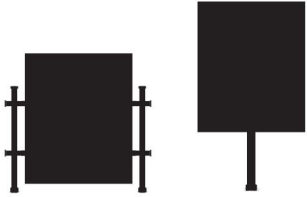
Safety signs and floor markings have been installed to indicate adequate physical distancing.



04

At the end of each shift, the Ozone air purifier machine will be placed for better a disinfection.

## Common Areas



01

We've posted health and hygiene reminders throughout the property.



02

All over the hotel, we will follow guidelines on proper physical distancing.



03

**Elevators:** Our staff will disinfect the button panel at least once every hour.



04

In all our common areas, anti-bacterial gel dispensers will be available.

*Our main objective is to make your stay as pleasant and comfortable as possible at all times, which is why we will continue to strengthen our security measures to provide our guests with quality service as well as maintain the levels of hospitality that our guests expect.*



# “WE WILL TRAVEL AGAIN”