



COVID-19 Health Risk Management Protocol

Tourism Sector

The objective of this document is to present the Protocol Procedures used to mitigate the impact of the COVID-19 pandemic in the Tourism Sector. It contains the guidelines for Best Practices to achieve safe interactions in activities conducted by tourism service providers to prevent and minimize the spread of COVID-19, in order to protect workers, national visitors and foreign tourists in Dominican Republic.

This protocol has been the result of coordinated work with the private sector since the beginning of the pandemic. It has been adjusted and will continue to be adjusted as new information or guidelines emerge. Governments, companies in the sector, employers and workers as well as their respective organizations have a fundamental role to play in continuing the progress made in reducing infection rates, ensuring a safe return to work and healthy contact with tourists and national and international visitors as well as with the country's population in general.

The measures contained in this document are within the framework of the guidelines of the World Health Organization (WHO), the Pan American Health Organization (PAHO), the World Travel and Tourism Council (WTTC), the United States Centers for Disease Control and Prevention (CDC) and the United Nations World Tourism Organization (UNWTO).

The protocol has considered the anticipation and mitigation of risks to life and health. Through these methods, for the reactivation of the economy to be sustainable, people must feel safe in their workplaces and in their recreational activities, which is why these actions are aimed at strengthening trust in each of the links in the value chain for the tourism sector, minimizing risks associated with the new coronavirus.

The document contains four areas of action:

- 1. Self-protection: actions aimed at promoting and monitoring self-management of risk that each employee and client must put into practice individually.**
- 2. Risk Management: actions that tourism service providers must implement to mitigate the risk of contagion throughout the value chain.**
- 3. Identification and Traceability of contagion: actions by which tourism service providers can manage people with symptoms of COVID-19 and people diagnosed with COVID-19.**
- 4. Protection of Life: includes provisions related to the isolation and quarantine structure, as well as the medical health services that clients and associates can access, with which we can protect their health and preserve their physical integrity.**

General Measures

SELF-PROTECTION

1. **Assure social distance and the use of face masks**
 2. **Hand washing and personal hygiene**
 3. **Take measures to avoid public transport if possible**
 4. **Preventative isolation and domestic quarantining**
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RISK MANAGEMENT

5. **Creation and implementation of the health security protocol**
 6. **Monitoring Unit for compliance with the protocol (Compliance Officer)**
 7. **Medical Units for Permanent Attention (MUPA)**
 8. **Management of occupational risk from the Pandemic.**
 9. **Continuous communication on standards and protocols**
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IDENTIFICATION AND TRACEABILITY OF CONTAGION

10. **Constant health monitoring of staff and clients.**
11. **Maintain updated records of clients and their relations**
12. **Mechanism for providing timely information to competent authorities**

Self-protection

PERSONAL PROTECTION EQUIPMENT (PPE)

- **Mandatory use of surgical masks or non-cotton fiber fabrics (non-woven fabrics) before, during and after working hours.**
- **Workers cannot share any personal protective equipment (PPE) such as gloves, masks, boots, glasses or other items. The employer will ensure that each worker has their own PPE.**

PROMOTE AND SUPERVISE THE PERSONAL HYGIENE OF EMPLOYEES, CLIENTS AND VISITORS TO THE WORKPLACE

- **Establish the requirement for handwashing upon entry to the workplace, creating hand washing stations with liquid soap at the main entrance. If this is not possible, provide a liquid gel with alcohol prior to entering the workplace.**
- **Provide disposable tissues and non-contact disposal containers.**
- **Maintain a constant supply of soap and water in the organization's restrooms.**
- **Provide in each department an alcohol-based hand sanitizer that contains at least 60% alcohol.**
- **Place hand sanitizers in multiple common places to promote hand hygiene**

PERSONNEL TRANSPORT

- **If possible, avoid public transport**
- **Personnel transport vehicles must be disinfected both on the way out and on the way back with 0.2% sodium hypochlorite (bleach).**
- **Personnel transportation must not exceed 50% of vehicle capacity; all employees should be sitting next to the windows.**
- **Transportation of personnel should be with open windows to promote air circulation.**
- **Make staff aware of the importance of not having conversations in the transport vehicle, including placing signs warning staff about not talking inside the vehicle.**

ISOLATION AND PREVENTIVE HOUSEHOLD QUARANTINE

- **Actively promote that employees with symptoms associated with COVID-19 should stay home**
- **Employees showing symptoms associated with the virus should notify their supervisor**
- **Employees should not return to work until the criteria for ending household isolation are met: a negative PCR test**

- **Employees who are negative for COVID 19 but who have a relative in the house where they live with symptoms or diagnosed with COVID-19, must notify their immediate supervisor and remain at home teleworking, sending evidence of coronavirus positivity of their relative to their supervisor**

Risk Management

IMPLEMENTATION OF THE SANITARY SECURITY PROTOCOL

- **All tourism service providers must incorporate into their operations the guidelines of this protocol to: detect and monitor possible symptoms, improve engineering controls using an adequate ventilation system, perform environmental cleaning and disinfection, avoid crowding of personnel in confined spaces.**
- **In cases of visitors arriving using air transport, random tests will be carried out in a range of 3 to 10% of the passengers per flight.**
- **All hotels and airports must install infrared thermal cameras to measure the temperatures of those passengers visiting our country and the guests who enter the hotels.**

MAINTAINING AN ADEQUATE VENTILATION SYSTEM

- **Increase ventilation levels and avoid very low temperatures in offices.**
- **Increase the percentage of outside air that circulates in the system.**
- **Install high-efficiency air purifiers in enclosed or air-conditioned spaces.**
- **Disable finger timestamps, markers and fingerprint access in offices and processing lines to avoid cross contamination.**

PERFORM ROUTINE ENVIRONMENTAL CLEANING AND DISINFECTION

- **Routinely clean and disinfect (at least every two hours) all frequently touched workplace surfaces, such as workstations, keyboards, telephones, handrails, and doorknobs.**
- **Eliminate the use of equipment by more than one worker, like sharing telephones, desks, computers or other tools.**
- **Provide disposable cleansing wipes in each department so employees can clean commonly used surfaces (such as doorknobs, keyboards, remote controls, desks, other tools and work equipment) before each use.**

- **To disinfect, use products that meet EPA criteria for use against SARS-Cov-2, the virus that causes COVID-19, and that are suitable for the particular surface.**
- **Perform cleaning and disinfection after persons suspected / confirmed to have COVID-19 have been in the facility.**
- **Promote generalized disinfection and cleaning on weekends, prior to the start of work.**

AVOIDING IN-PERSON MEETINGS/PRESENTATIONS

- **Consider using video conferencing or teleconferencing when possible for work-related meetings and encounters.**
- **Consider canceling, adjusting, or postponing large meetings or work-related gatherings that can only occur in person. When video conferencing or teleconferencing is not possible, hold meetings in open, well-ventilated spaces.**

AVOID CLOSE GROUPING OF EMPLOYEES

- **Consider using video conferencing or teleconferencing when possible for work-related meetings and encounters.**
- **Consider canceling, adjusting, or postponing large meetings or work-related gatherings that can only occur in person. When video conferencing or teleconferencing is not possible, hold meetings in open, well-ventilated spaces.**
- **Increase the span of lunch and break hours to reduce the number of people in common places. Reduce the schedules of individual employee presence in the dining room or kitchen, giving the remaining time for personal enjoyment in other spaces within the workplace.**
- **Promote lunch in outdoor areas.**
- **Allow staff to eat at their desks and stagger lunch hours to avoid overcrowding in dining rooms, giving the employee responsibility for cleaning their work area after lunch.**

FOLLOW-UP UNIT ON PROTOCOL COMPLIANCE

Designate a COVID-19 Compliance Officer (CO). This coordinator is responsible for the implementation and observance of the COVID-19 prevention protocols, both at the individual level and at the organizational level. This person should report to senior management and should be the point of contact for the Ministry of Public Health, the Ministry of Tourism and the Ministry of Labor.

MEDICAL UNITS FOR PERMANENT ATTENTION (MUPA)

These units will be in charge of the continuous monitoring of associates and clients from the moment symptoms appear until they return to a normal state of health.

- **MUPA staff must be in continuous contact with authorities from Public Health and Tourism if someone has developed COVID-19 symptoms.**

- **In case of presence of symptoms in any associates, the MUPA must be informed so that it can evaluate the relevance of the immediate transfer to a suitable place of isolation. Additionally, the MUPA must inform local Public Health authorities of the incident.**
- **Follow up on test results**
- **Identify other people with whom the client exhibiting symptoms had contact and inform Public Health authorities.**
- **Notify the Ministry of Tourism of new infections and their progress.**
- **Maintain a registry log with incidents related to infections and follow-up on them.**

MANAGEMENT OF LABOR RISK DUE TO PANDEMIC.

- **Encourage the use of contactless greeting methods.**
- **Eliminate magazines and newspapers in waiting areas or common rooms (such as break rooms and kitchens).**
- **Ensure proper handling of products that come into contact with a large number of people.**
- **Reinforce sanitary measures for high-contact surfaces**

IDENTIFY WHERE AND HOW EMPLOYEES MAY BE EXPOSED TO COVID-19 IN THE WORKPLACE

- **Redesign workspaces to minimize face-to-face contact between employees and allow them to maintain a two meter or approximately six-foot distance or provide a physical barrier between workers, customers and visitors.**
- **Identify all the units that can telework and keep the employees of those departments at home.**

SEPARATE EMPLOYEES WITH SYMPTOMS

- **Employees who have COVID-19 symptoms (for example, fever, cough, or shortness of breath) upon arrival at work should return home.**
- **Employees who start presenting symptoms during the day should immediately be separated from other employees, customers and visitors and should be sent home, with the recommendation that a PCR test be performed as soon as possible.**
- **If an employee is confirmed to have a COVID-19 infection, employers should inform co-workers of their potential exposure to COVID-19 in the workplace, but maintain employee confidentiality. Co-workers should be monitored for symptoms (i.e., fever, cough, or shortness of breath), and a PCR test is recommended for those in closest contact with the positive employee.**

EVALUATE THE REINTEGRATION OF EMPLOYEES OF HIGHER RISK AND PROMOTE THEIR STAYING AT HOME

- **Specific measures such as teleworking must be adopted to minimize the risk of transmission to especially sensitive or vulnerable workers, such as people over 60 years of age, pregnant women and people suffering from cardiovascular diseases and high blood pressure, diabetes, chronic lung diseases, cancer and immunosuppression.**
- **People over 60 years old, HIV positive, or with active tuberculosis, cancer, cancer survivors, immunosuppressed, sickle cell patients or dialysis patients should not return to work.**
- **For diabetics, asthmatics, people with high blood pressure, and pregnant women, their return to work is conditional on their doctor's approval, continuous follow-up by their doctors and the continuous use of their medications and treatment regimens.**
- **Use of flexible policies for the performance of employee functions.**

IMPLEMENT FLEXIBLE AND FAVORABLE SICK LEAVE POLICIES AND PRACTICES

- **Ensure that sick leave policies are flexible and consistent with public health guidance and that employees know and understand these policies.**
- **Maintain flexible policies that allow employees to stay home to take care of a sick family member or to care for children due to school and daycare closures.**
- **Review human resource policies to ensure that policies and practices are consistent with public health recommendations and existing laws in the workplace.**
- **Promote employee assistance programs, in terms of health (physical and mental), and economic and social help. Employees may need more social, behavioral and other services, for example to cope with grief over the death of a loved one.**

EVALUATE YOUR ESSENTIAL FUNCTIONS AND THE TRUST OTHERS AND THE COMMUNITY HAVE IN YOUR SERVICES OR PRODUCTS

- **Be prepared to change your business practices if necessary, to maintain critical operations (for example, identify alternative suppliers, prioritize existing customers, or temporarily suspend some of your operations if necessary)**
- **Identify alternative supply chains for critical goods and services.**
- **Promote among your subcontractors the importance of keeping sick employees at home and encourage them to develop non-punitive leave policies.**
- **Promote responsible business policies and strict observance of protocols among suppliers.**
- **Determine how your business will operate due to absenteeism issues that could develop due to the increase in employees with COVID-19 and those who stay at**

home to care for family members with COVID-19 or to monitor their children

- **Design contingency plans to continue your essential business functions in the event you experience higher than usual absenteeism.**
- **Train employees to perform essential functions so that the workplace can continue to function even if key employees are absent.**

Protection of Life.

CONTINUOUS COMMUNICATION ON RULES AND PROTOCOLS

- **Post signs that encourage hand hygiene to help stop the spread of COVID-19 at the entrance to your workplace and in other worksite areas where they are likely to be seen.**

TRAIN EMPLOYEES ON HOW THEY CAN REDUCE THE SPREAD OF COVID-19

- **Disseminate information about COVID-19 through different physical and electronic means, including on transmission routes, forms of prevention, associated symptoms, among others.**
- **Inform employees how to properly put on and remove protective equipment such as masks and gloves if the activity or service makes it appropriate to use it, as well as any other protective equipment.**
- **Disseminate material on the importance of frequent hand washing with soap and water for at least 20 seconds or on the use of hand sanitizer with at least 60% alcohol if soap and water are not available.**
- **Inform and train employees to promote safe entry into their homes**

SUPPORT STRUCTURES

- **Tourism service providers must have the contacts of the closest health service providers that can provide adequate support to clients who require it.**
- **Permanent contact person with the public health authorities of the province or municipality where the affected person is located in order to coordinate the application of the service provider's care protocols**

For the cases that apply, the service provider must provide an area for isolation and quarantine according to the guidelines of the Centers for Disease Control and Prevention of the United States (CDC) and the Ministry of Public Health of Dominican Republic.

PROTOCOL FOR THE HOTEL AND HOSPITALITY SECTOR

Area of implementation: The present measures are mandatory for hotels, resorts, inns, paraderos, bed & breakfasts, condo-hotels, guest houses, and timeshare properties, in order to safeguard the health of guests, employees, visitors, and associates.

Supervisory body: The Ministry of Tourism of Dominican Republic, together with the Ministry of Public Health, are the supervisory bodies.

A certification process has been established which will be carried out by the Ministry of Tourism of Dominican Republic (MITUR) in coordination with the Dominican Republic Hotel Association (ASONAHORES) and the Ministry of Public Health through which compliance with the National Management Protocol for COVID-19 will be certified. A permanent communication channel will be maintained to follow up on the implementation of improvements in areas that do not conform to the established protocol.

These certifications will guarantee the compliance of the hospitality establishment and its management to prevent the spread of COVID-19 and will serve as a tool to maintain a level of control that will give guests confidence about the safety and health conditions of the facilities.

REGISTRATION ON ENTRY (CHECK-IN)

1. **All guests at the time of entry to the hotel or check-in will undergo a health check, which will consist of:**
 - a) **Registering body temperature by using a thermal camera is a requirement for entering the venue. The result of the entries must be recorded in order to be verified in the event that any of the competent supervisory bodies require it or in the event of any future incidence.**
 - b) **A declaration of health and travel. Each guest should report if they experience symptoms of any kind and if he/she has been in direct contact with someone diagnosed with COVID-19 within the last 14 days. Guests must indicate whether they need to complete a self-quarantine or isolation during their stay based on the Ministry of Public Health standards and policies.**
2. **Reception staff must be trained to inform customers about the application of this protocol, as well as any medical or pharmaceutical services that may be needed, and about the isolation protocol to follow in the event of high temperatures or if guests have declared any suspicious symptoms or risky contact**
3. **Hotels will create and promote a digital check-in process for guests before they arrive at the hotel, so that the waiting period is minimal and only one guest needs to obtain a room key, thus avoiding crowds at the front desk.**

- 4. Install marks on the floor indicating the safe distance (2 meters, or approximately 6 feet), which must be kept between guests or groups traveling together while waiting to be attended to.**
- 5. Inform guests of the security protocols for the prevention of the spread of COVID-19 and how to obtain more information if they need it. Emphasize the use of masks in public / common areas.**
- 6. Post signs in common areas with instructions for unwell guests with fever or COVID-19 symptoms. These signs must indicate the location of the Medical Unit for Permanent Attention (MUPA), the Isolation Room and information on contacts for a medical professional. At the time of the guest's entry, these indications should be verbally reinforced and referenced.**
- 7. Provide guests with a printed or digital version of the security protocols that are being implemented at the hotel. This information should include, at a minimum, the following:**
 - Measures in place to safeguard employees and guests.**
 - A list of answers to frequently asked questions.**
 - Contact information for questions or concerns while on the property.**
 - Procedures established for possible cases of COVID-19 or exposure to it.**
- 8. At the reception you will have: Disinfectant gel, disinfectant solution or spray with 70% alcohol, masks, disposable gloves, disposable tissues and trash receptacles with a foot pedal-operated lid.**
- 9. The check-in counter must be cleaned and disinfected frequently, especially after receiving a guest / client, or travel group.**
- 10. Reduce to the minimum necessary the elements that the guest / client can touch, such as magazines, drinks or books. If these elements exist, disinfection will be carried out frequently and after each contact.**
- 11. Deliver sanitizing kit to guests at the time of check-in at the hotel or place them in the rooms. This kit must contain sanitizing hand gel and masks.**
- 12. The implementation of these new interaction protocols among guests, staff and associates, must be carried out taking into account at every moment to deliver the service in a personal manner.**
- 13. Eliminate hydration stations.**

CLEANING OF GUEST ROOMS

- 1. The housekeeper will wear a mask and disposable gloves for cleaning the guest rooms and must discard the gloves once finished.**
- 2. They must carry out thorough cleaning and disinfection of the surfaces that have more contact with the hands, such as door handles, toilet flushes, taps, handrails, elevator buttons, switches, door handles, refrigerator, table lamps, side tables, telephones, television controls, touch screens, etc.**
- 3. Fixed textile elements must be disinfected, such as curtains, cushions, shower curtains, etc. Thermal disinfection will be applied using a steam cleaner.**
- 4. Towels, sheets and fabrics will be placed into laundry bags and they will be washed at high temperatures (minimum 70°Celsius or 158° Fahrenheit).**
- 5. The COVID-19 Compliance Officer (CCO) must supervise the cleaning protocols of the rooms are being followed and that days, hours and the name of the associate who has carried out the cleaning are being properly recorded.**
- 6. After a guest with symptoms or diagnosed with COVID-19 has left the room, a deep cleaning should be carried out with the staff wearing full PPE and the room should be left unoccupied for the following 3 days.**
- 7. It is recommended to suspend minibar service.**
- 8. It is advisable to ask the guest if he/she wants bedsheets changed on a regular basis and offer the option at their request. All bedding must be changed after each guest stay, even if one of the beds is not used.**
- 9. The guests have the right to request that room service not be done and to request cleaning materials in case they want to do it on their own.**
- 10. Bath towels and toiletries must be replaced after each guest's stay. Unused towels and toiletries cannot be reused.**
- 11. Place a cleaning and disinfection certification card on top of the bed after completing the cleaning service, and before leaving the room. The card should indicate that the room was properly cleaned and disinfected. It must be signed with the date and time of the service.**
- 12. The rooms must be equipped with liquid soap for hand washing, which must be available throughout the guest's stay. The supply of liquid soap must be monitored.**
- 13. Offer guests the option of a flexible cleaning schedule where cleaning occurs less frequently rather than every day as determined by the property and the guest.**

Additionally, the guests may require cleaning materials to clean themselves.

14. **Periodically check and clean the air conditioning filters and vents.**
15. **Improved room cleaning and disinfection protocols must be designed and implemented for situations where there are confirmed or suspected guests with COVID-19.**
16. **Use digital applications with all the information the guest requires, such as menus, services, cocktail menus, activities, reservations for excursions and restaurants, and schedules so as to eliminate paper handling in the room.**
17. **Add sanitizing gel and liquid soap to the room standard, which must be in the room at the time of check-in. They must be replenished daily besides being available by request.**
18. **Remove mobile decorations from the room, as well as extra pillows, blankets or sheets that have been placed in the room to limit possible exposure to the virus.**
19. **Include a card with information about the existence of the Medical Unit for Permanent Attention (MUPA). This card must explain that there is permanent medical staff in the hotel and that guests should contact them in case of COVID-19 symptoms. At the departure of each guest, the information card must be discarded.**

ACTIONS IN CASE OF CLIENTS WITH SUSPECTED SYMPTOMS OR DIAGNOSED WITH COVID-19.

1. **Have a certain number of rooms that will remain available and clean at all times to accommodate clients who have symptoms or have to quarantine.**
 - a) **These rooms should be located separately from the rest of the hotel's occupied rooms, if possible on the same floor and adjacent to each other to facilitate the attention of isolated guests.**
 - b) **Designate a special team to serve clients in isolation rooms. These personnel will be specially trained to serve isolated clients.**
 - c) **Ensure the availability of adequate Personal Protective Equipment (PPE) to deal with suspected or confirmed cases.**
 - d) **Supply guests in isolation with surgical facemasks.**
 - e) **Visits to quarantined clients by medical personnel will take place inside isolation rooms, unless transfer to a medical center is necessary.**
2. **Inform the Ministry of Tourism the number of rooms available per hotel for isolation.**

3. **Maintain an inventory of Personal Protective Equipment (PPE), also have enough infrared thermometers to take the temperature of guests and staff members.**
4. **The manager of the Medical Unit for Permanent Attention must inform local health authorities about the suspicion of a guest with symptoms of COVID-19 and keep them informed of its progression.**
5. **The MUPA must request a medical team from the local health authorities to test for COVID-19 those guests with symptoms or suspicion of COVID-19. In addition, the personal data of the guest or guests suspected of or with COVID-19 symptoms must be entered into the daily log of the Unit.**
6. **Avoid contact by healthy people with objects contaminated by infected guests. Utensils such as plates and cutlery must be for their sole use.**
7. **Inform guests about the quarantine room facilities and, if any, report the existence of infected people in those areas of the hotel.**
8. **Coordinate and follow-up with the local health authorities in the event the possibility arises of transferring the guest or guests to a hospital facility.**

HANDLING OF LUGGAGE

- 1- **All guests' luggage must be disinfected upon arrival at the hotel. To achieve this, the hotel must have disinfectant wet wipes or 70% alcohol spray so that guests and employees can disinfect luggage.**
- 2- **The luggage handling area must have a hand disinfection station at the counter or in the area.**
- 3- **Install social distance markings in the luggage handling waiting area.**
- 4- **The surface of the luggage porter counter must be cleaned and disinfected after each session with a guest.**
- 5- **It is recommended to keep alcohol swabs available for guests to use so that they can disinfect their phones or credit cards upon entering the hotel.**
- 6- **The trunks and luggage hold areas and internal transport vehicles must be disinfected regularly; these must be disinfected by drivers and luggage porters.**

CONCIERGE / INFORMATION KIOSKS AND TOUR OPERATORS

1. **Eliminate the use of shared brochures and magazines. Once a brochure or magazine is shared with a guest, it will be given to them to keep or dispose of as they desire. Give priority to the use of postings and digital media to provide information and promote activities and excursions. Brochures must remain behind the desk / counter and only shared when a guest requests it. This information must be laminated and disinfected before and after each use.**
2. **Disinfect or wash hands after each interaction with the guest and continuously throughout the workday.**
3. **Sanitize desk or table continuously during operating hours.**
4. **Sanitize the desk or stand area with each employee's shift change, including chair, computer, keyboard, desk, etc.**

COMMON AREAS

1. **Make hand sanitizing gel available in all common spaces, corridors and elevators, with proper identification and signage.**
2. **Adjust cleaning and disinfection protocols so that they are intensified and performed frequently, with special emphasis on hard surfaces in contact with the hands, such as doorknobs, furniture, sinks, bar stools, floors, telephones, etc. For this procedure, household bleach or alcohol-based disinfectants (70% alcohol) can be used, while ensuring safety protection measures from exposure to chemical agents.**
3. **Implement specific measures so that the maximum capacity of all the areas of the establishment is met, including redistribution of the floor space so that in common areas (reception, dining room, restaurants, bar, spa, swimming pool, theater, etc.) there are two (2) meters or approximately 6 feet between people.**
4. **Guarantee adequate ventilation of spaces with the largest number of people.**
5. **All pool, beach and park areas must comply with the distance of 2 meters or approximately 6 feet between tables, chairs, lounges, Balinese beds, etc. and limited to their own family groups.**
6. **Entertainment activities at the pool area will be temporarily suspended.**
7. **Lifeguards and security staff, with the support of concierge staff and beach and pool attendants, should ensure allowing a reduced number of guests into pool and beach areas to avoid crowding. In addition, they must ensure social distancing is fulfilled by guests or travel groups in common use areas.**
8. **Public restrooms must have designated personnel to ensure they are cleaned and disinfected frequently. In addition, they must kindly encourage guests to wash their hands properly and use antibacterial gel when entering and leaving the area.**
9. **Posters/signs with visual campaigns must be installed in public spaces, such as hallways, lobbies, restrooms, elevators and elevator banks, restaurants, etc. on health**

and safety measures taken in the establishment, as well as the mandate of frequent hand washing, use of antibacterial hand gel and good respiratory etiquette.

10. **Promote the use of stairs and prioritize the use of elevators for people who need it. The elevator controls must be disinfected every 60 minutes, the same measures must be adopted for the service elevators.**
11. **To avoid guests crowding in common areas, during the first months of hotels reopening, it is recommended to limit hotel occupancy to 30% in September, 50% from September to November and in December to 75% of occupancy in hotels with more than 500 rooms.**
12. **Objects will not be shared among several clients and guests will have facilities or products for hand washing.**
13. **Zones that are not in use must have clear signs of restricted or closed access and in multiple languages to facilitate communication with guests.**
14. **Continuously disinfect furniture in the common area such as tables and benches.**
15. **Disinfect all public contact points on a rotating basis throughout operating hours, cleaning each surface at least every two hours. This includes door handles, railings, desks, flat surfaces, push buttons, elevators, etc.**
16. **Ensure safe disposal of PPE using the World Health Organization (WHO) safe disposal guidelines.**

ELEVATORS

1. **Promote the use of stairs and encourage the use of elevators only for people who need it; The same measures should be taken for service elevators.**
2. **Post signs and limit the number of guests who don't belong to the same family group to use the elevator.**
3. **Markout 2 meters or about 6 feet of physical distance on the floor for those guests who might be waiting to use the elevators where lines might form.**
4. **Install 70% alcohol antibacterial hand gel dispensers on each floor outside the elevators to allow guests to disinfect before / after taking the elevator.**
5. **Consider installing a disposable napkin holder or cotton swabs for guests to use instead of touching elevator buttons.**
6. **Sanitize all elevator buttons and handrails continuously throughout the day. Elevators must be disinfected at least once every hour.**

AUTOMATIC TELLER MACHINES (ATM)

1. **Place 70% alcohol antibacterial wipes and / or gel in nearby ATMs to allow guests to disinfect before and after using the machine.**
2. **Consider installing a disposable napkin or cotton swab holder for guests to use instead of touching buttons on the machine.**
3. **Sanitize ATM keys throughout the day, every hour.**

USE OF BEACHES, POOLS AND JACUZZIS

CHAIRS AND UMBRELLAS

1. **Arrange pool umbrellas / chairs / cabanas so that they are at least 2 meters or about 6 feet from each other based on physical distancing guidelines and maximum occupancy.**
2. **Disinfect chairs / umbrellas after each guest use.**
3. **Allow groups of up to 10 people into the pool. If there are more than 10 people in a single group, the group should be divided into subgroups that reach the limit to allow for social distancing.**
4. **Provide antibacterial gel with 70% alcohol and wipes (when possible) in strategic places around the pool and beach. Include a hands-free trash receptacle with a lid.**

BEACH ENTRANCE

1. **Determine the maximum capacity of the beach area. Calculate new capacity based on property measures divided by physical spacing occupancy figure. Place signs with the new maximum capacity.**
2. **Place tape or markers at the entrance where guests are expected to line up for entrance processing, if any.**
3. **Indicate to guests that face masks are optional for adults at the beach and not recommended for children. Post signage indicating the same.**

POOL USAGE

1. **Enforce physical distancing in the water through the use of pool attendants and lifeguards.**
2. **Allow groups of relatives and friends who came together to congregate in the water.**

3. **Discourage the use of face masks in water for young children, as they can pose a drowning hazard if they go underwater with a face mask. Adults can choose to wear masks in the water if they prefer.**
4. **Limit reusable water toys (eg, floating devices, hammocks, games, water trampolines) or ensure sanitization procedures are in place throughout the day.**
5. **Maintain pool water quality by using test strips and conducting regular pH and chlorine tests.**
6. **Require all cleaning personnel to wear disposable PPE when conducting pool testing and cleaning activities, as well as disinfecting the pool deck and pool furniture (umbrellas, chairs, tables, etc.)**
7. **Ask all guests to have a shower before entering the pool.**
8. **Ask guests to disinfect or wash their hands before entering the pool area using 70% alcohol antibacterial gel hand stations installed around the pool deck (s).**
9. **Adjust the capacity for pools and jacuzzis to a distance of 2 meters or about 6 feet per person or group of maximum 10 people.**
10. **Allow dance entertainment as long as there is enough space on the pool deck for physical distancing between the participants and the entertainment leader.**

WATER SLIDES

1. **In the case of water slides, ensure that guests do not wear a face mask when going down the water slide and entering the water.**
2. **Sanitize buttons at frequently touched launch points after each guest use (where possible have a dedicated waterslide attendant).**
3. **Disinfect the railing leading to the waterslide at least once every hour.**
4. **Sanitize the reusable waterslide equipment after each guest, such as tubes, boards, mats, etc.**

TOWELS

1. **Suspend the use of towel cards and instead register the identification information of the person who rents / uses the towels, their name and room number, etc.**
2. **Designate a contactless towel return container where guests can deposit**

towels without employees handling them.

3. **Remove all unreturned or unused towels periodically throughout the day and at the end of the day using a mask and hand protection**

LIFEGUARDS

1. **Lifeguards must wear face shields and the use of masks is not required except in case of interacting with guests with a distance of fewer than 2 meters or about 6 feet.**
2. **Train lifeguards on international standards and best practices.**
3. **Disinfect the lifeguard station / cabana / chair (s) after each shift change.**

WATER SPORTS & AQUATIC ACTIVITIES.

1. **Place an adhesive tape or markers in the waiting area or points of sale with signage to facilitate the distancing of guests.**
2. **All life-saving aquatic equipment, floats, diving suits, snorkels, kayaks, pedal boats, banana boats, paddles, etc. must be disinfected after each use and such disinfection must be documented through a cleaning record process. All equipment must be identified with numbering and referred to in the sanitation register control.**
3. **Clean counters and points of sale regularly after each customer interaction and throughout the day at each shift change.**
4. **Do not share price lists or printed material with guests. Post the information on sign boards or on social media. In cases of having a printed price sheet, they must be laminated to be disinfected before and after each use. Sanitize pens used to complete watersports exemptions after each use.**
5. **Limit the number of passengers per water sports boat taking into account the distance of 2 meters or about 6 feet between people and groups of no more than 10 people per boat.**
6. **Enforce the physical spacing of 2 meters or about 6 feet between guests (individuals or groups).**
7. **Require guests to disinfect or wash their hands before boarding or participating in a water sports activity.**
8. **Offer guests disposable gloves if necessary.**

9. **Suspend the buffet service on excursion boats and in cases of food service, it must be served in individual portions with proper care.**
10. **Eliminate shared water and soda stations.**
11. **Sanitize containers after each excursion with an alcohol-based cleaner (70% alcohol or higher).**

SUPPLIERS AND SUPPLIES

- 1- **Keep records and control of the entry / exit of suppliers:**
 - a. **Ensure that they wear all PPE at all times, and that they are accompanied by hotel staff so that they comply with the corresponding rules.**
 - b. **Register body temperature with an infrared thermometer and keep a record.**
 - c. **The entry of suppliers to the hotel must be on pre-established dates and times and with monitoring by security personnel in order to avoid the crowding of people in the service and warehouse areas.**
- 2- **The packaging and merchandise received must be completely disinfected with chlorine bleach, alcohol or other disinfectants approved by international standards according to their proper usage.**
 - **The receiving of merchandise must be carried out as quickly as possible and maintaining the recommended social distance.**
 - **Take the temperature of each delivery person. Those with elevated temperatures should be reported and not allowed entry.**
 - **Delivery staff should wear all PPE equipment at all times, accompanied by hotel staff to ensure they comply with proper rules.**
 - **Designate a specific area for the reception of merchandise and avoid the circulation of suppliers within the common areas and guest service areas.**
 - **Disinfect receiving areas after each delivery.**
 - **All products (beverage bottles, food, boxes) used in the establishments must be properly disinfected before entering the establishment.**
 - **Bottled goods: fumigate with chlorinated solution for disinfection. Let the product remain for at least 5 minutes and clean off with a disposable cloth or paper towel.**
 - **Fresh produce (not vacuum packed): discard original packaging and store in a safe container**
 - **Frozen products in general: remove the original box as soon as possible, store at -18°C immediately**

RESTAURANT AND KITCHEN AREAS

1. **Food safety and food handling. Food handlers will observe correct handling practices appropriate to their position. Workers must take into account that this focus on new measures of person-to-person contagion prevention should not relax any already existing food-safety standards.**
1. **Workers will maintain a distance of more than 2 meters, or about 6 feet, at their workstations**
2. **Kitchen staff must always wear a face mask.**
3. **Personnel will carry out a conscious, regular and adequate hand washing after having been in contact with potential sources of contamination.**
4. **Use of disposable gloves:**
 - a. **Change them frequently and wash hands between changes.**
 - b. **The tasks carried out must be evaluated in order to avoid cross contamination. Thus, disposable gloves are recommended for serving ready-to-eat food.**
5. **All people who access the hotel's kitchen or restaurant facilities will respect the established health and safety regulations.**
 - a) **Taking of body temperature**
 - b) **Filling out a health questionnaire**
 - c) **Hand washing on entering and constantly during the visit, use of sanitizing hand gel, use of face masks and option of wearing gloves.**
6. **Perform intensified cleaning of all areas, keeping control and a permanent record of them.**
7. **Eliminate self-service of food and beverages, providing individual servings will be prioritized over tray service catering.**
8. **Install a station with disinfectant dispensers both in the customer area and in the kitchen staff area, having a designated staff member to discreetly ask people to wash their hands before entering the restaurant. Additionally, signs must be placed indicating the disinfection station.**
9. **The service personnel of the areas in contact with guests must wear mandatory masks, and maintain constant supervision of their health.**
10. **Have signs in the service areas to inform guests tables are cleaned and disinfected before they sit down.**

11. **Keep most a-la-carte restaurants open regardless of hotel's occupancy.**
12. **Eliminate restaurant menu cards, instead offering the menu through a QR code or a mobile phone app.**
13. **Eliminate self-service hydration stations.**
14. **Restaurant capacity and social distancing.**
 - a. **Reduce maximum capacity in buffets and restaurants by 15-30% so as to obtain more space and avoid a large number of diners in one place and at one time.**
 - b. **Respect the expected capacity in each room, advising a maximum density of 4 people per 10 square meters, or 108 square feet, and a separation of 2 meters, or 6 feet, between clients from different family units. If necessary, service shifts should be established for the use of the restaurant.**
 - c. **A representative should guide guests to seats to ensure distance between tables is maintained. If this is not possible given the availability of staff, clearly indicate which seats can be occupied using markings and signs.**
 - d. **Place markers on the floor to indicate required physical distancing space while in the waiting area and outside the restaurant if it is full.**
 - e. **Arrange furniture in waiting / reception area in a way that allows physical distancing.**
 - f. **Eliminate shared condiments like ketchup, mustard, hot sauce, and salt / pepper shakers.**
 - g. **Encourage large groups (6 and above) to make reservations in advance and set a maximum number of reservations that can be made for any day. The maximum group size should not be more than 10 individuals.**
 - h. **Place furniture in waiting / reception area in a way that allows physical distancing.**
 - i. **After each shift, all disposable items will be removed and cleaning and disinfection of items that may have been in contact with customers' hands will be conducted.**
 - j. **Rethink the arrangement of the tables with a distance of 2 meters or about 6 feet between each one.**
15. **Customer contact with serving utensils:**
 - a) **Remove all tongs, ladles and other serving utensils that can be handled by different guests in the buffet. Instead, establishment personnel must serve the clients.**
 - b) **The client will not have the option of accessing cutlery, the tables will be set up with a tablecloth, cutlery, glasses and napkins duly washed and sanitized.**

- c) **When the client finishes, all the elements will be removed from the table, which will be disinfected and prepared again with all the new elements for the next diner.**

16. **Takeout Service:**

Designate a location inside or outside the restaurant that only serves takeout orders. Maintain physical distance throughout the ordering and pick-up process. Make sure food is packed in disposable bags that comply with government regulations.

Refer to the customer service conditions protocol for the measures related to the payment process within restaurants.

17. **Conduct for Food & Beverage (F&B) Service Personnel:**

- a) **Monitor and completely avoid the handling by the customer of food, equipment, household items, etc. that may be used by a customer from another unit.**
- b) **Serving staff will maintain a minimum safety distance of 2 meters, or about 6 feet. They will maintain strict hand hygiene. Under no circumstances will staff hug, kiss or touch clients or other employees.**
- c) **Avoid sharing objects with customers or employees. In the event that it is essential to share objects, they will be properly sanitized. If the waitstaff are to serve the tables, they will wear surgical masks and disposable gloves.**
- d) **Cover food until it is delivered to the table and clean food lids between uses.**

18. **All dishes, cutlery and glassware that have been exposed in the restaurant will be cleaned and disinfected in the dishwasher, including ones that have not been used but could have been in contact with customers' hands. Wash and disinfect the dishes at temperatures above 80° Celsius, or approximately 176° Fahrenheit. Tablecloths and napkins must be washed industrially. These will be single use and must be changed in each service. Tablecloths, napkins and work clothes should be washed at a temperature of more than 60° Celsius, or approximately 140° Fahrenheit.**

19. **To the greatest extent possible, try to use natural ventilation for the restaurants; however, if this is not possible, lounges and dining rooms will be ventilated after each service by opening the windows.**

20. **After each service, cleaning and disinfecting must be done of all surfaces, dispensing machines, doorknobs, buffet counters, etc., and in general, any surfaces that may have been touched by hands by following established cleaning protocols**

21. **The dispenser machines for coffee, juices, carbonated drinks (sodas) will be cleaned and disinfected after each service.**

22. **Food must be cooked above 70° Celsius, or approximately 158° Fahrenheit. Maintain an unbroken cold chain for food preservation and keep food protected at all times with films, display cases, containers and labels**

23. **The service personnel of the food and beverage area must recommend that customers disinfect their hands with alcohol gel at the entrance and exit of the dining room, bar or lounges, always using a mask and gloves on a regular basis, maintaining adequate hygiene with frequent hand washing.**

TECHNICAL SERVICES AND ROOM MAINTENANCE:

1. **To make repairs in and access rooms inhabited by guests, maintenance personnel must protect themselves with the Personal Protective Equipment (PPE) established by the prevention service, which will be discarded upon exit of the room. In addition, hands should be disinfected before and after entering the room.**
2. **The client must also wear a face mask while the worker remains in the room.**

BARS:

GENERAL PERIODIC DISINFECTION:

1. **Every 17 days, all establishments must carry out a day of internal and external disinfection.**
2. **All dishes, glasses, forks, and all dishes or utensils must be sterilized and washed in hot water at 70° Celsius, or approximately 158° Fahrenheit.**
3. **Staff must wear a face mask at all times and especially when cleaning and sterilizing chairs and tables. Replace all cutlery and glasses on the table, even if they haven't been used.**
4. **Clean surfaces during opening hours and perform a complete disinfection of the bar after closing of operations.**
5. **Clean and sterilize the bars every hour.**
6. **Sanitize all soda faucets, bar equipment and nozzles daily.**
7. **Clean all bars, reusable serving equipment, and kitchen equipment according to standards.**
8. **All crystal, glassware, cups, mixers, measuring devices, plates, cutlery, must be properly disinfected before and after each use.**

OPERATING CAPACITY AND SEAT REDISTRIBUTION

1. **The establishments will operate with a distance of 2 meters or about 6 feet between people and groups with a maximum of 10 people, placing signs in all areas of the establishment.**
2. **All chairs and tables will be placed 2 meters or about 6 feet apart, offering service only to guests at tables and bar area and terrace. In cases where the furniture is not moveable, it must be ensured that guests and groups of guests are seated 2 meters or about 6 feet away from other groups.**

3. **Wipe the chairs and bar with a clean towel with an alcohol-based cleaner (70% alcohol or more) at regular intervals and when the client needs it. Dispose of the used towel in a hands-free trash receptacle with a lid.**
4. **Remove all condiments and self-service or shared items such as napkins, toothpicks, straws, matches, and ashtrays. These items must be provided upon request and containers must be sanitized between uses, unless they are disposable.**
5. **Do not permit groups larger than 10 people.**
6. **Guests will not be allowed to crowd at the bar or frequently trafficked spaces, and must remain at their tables.**
7. **Only seated people will be served.**

ENTRY METHODS FOR GUESTS AND VISITORS

1. **Security personnel of the establishment must be provided with thermometers to measure the temperature of the customers before they enter the establishment. People who have a temperature of or above 38 degrees Celsius, or 100.4 Fahrenheit, will not be allowed entry.**
2. **Have disinfecting carpets at the entrances**
3. **In order to enter, people must be required to wear face masks, only removing them after being sat at their assigned table, and never before this moment.**
4. **To go to the restrooms, guests will need to put the mask back on and use antibacterial gel dispensers with 70% alcohol.**
5. **Place markers on the floor to indicate the required physical distancing space in the waiting and reception areas.**
6. **Install 70% alcohol antibacterial hand gel dispensers in entry area. Require guests to disinfect or wash their hands upon entry.**

DRINKS SERVICE

1. **Designate areas behind the bar exclusively for the preparation of drinks. If possible, install glass / plastic to cover the bar where drinks are prepared and create a barrier between guests and bartenders.**
2. **Waitstaff should sanitize or wash their hands between drink orders, after picking up a drink from the bar and delivering it to a customer's table and when removing to send for washing.**
3. **Promote the use of digital menus through digital / mobile applications. If menus are reusable, they must be laminated and disinfected after each use.**

GYMS:

MAIN ROOM, ENTRANCE AND MACHINERY

1. **Limit the use of the gym, reducing the number of people allowed in the premises, guaranteeing the recommended measures of social distancing.**
2. **A staff member must be available at all times to ensure compliance with social distancing.**
3. **Routine cleanings should be conducted in the gym. Machines and weights should be disinfected at least every hour.**
4. **Have stations with 70% alcohol antibacterial gel.**
5. **Disinfectant wet wipes or disinfectant spray should be available for use by guests to disinfect equipment before and after use.**
6. **The machines and weights in the gym cannot be shared among several guests at the same time and after each use they must be disinfected.**
7. **Eliminate common beverage stations (water, coffee, tea, etc.) as well as self-service food stations.**
8. **Eliminate self-service towel stations and provide towels at the guests' request.**
9. **Disinfect the reception table and the entire area around it on a continuous basis. Disinfect entire workspace with shift changes (including table, chair, keyboard, etc).**

RESTROOMS AND CHANGING AREAS

1. **Install antibacterial gel dispensers at the entrance of the restrooms.**
2. **Install signs on the floor to guide guests so they know where to stand when waiting for their turn to use the facilities.**
3. **Use trash receptacles with foot pedals, so guests do not have to use hands to dispose of waste and garbage.**
4. **Close drinking water sources and include signs that they are out of service.**
5. **Remove all reusable hand towels and air dryers. Use only disposable hand towels.**
6. **Sanitize restrooms regularly (at least every two hours).**

GROUP CLASSES

1. **Consider discontinuing group classes.**
2. **Adjust the maximum number of participants per class, based on the social distancing requirements. Visibly signal this new maximum capacity.**
3. **Mark the floors with the positions that the participants can adopt to guarantee social distancing.**
4. **Have dispensers with 70% alcohol antibacterial gel and disposable disinfectant wipes for each class. Include a trash receptacle with foot pedal opening to avoid the use of hands.**

5. **Require guests to sanitize their yoga mats before and after each use.**
6. **The scheduled time between classes must be sufficient to guarantee proper cleaning of group classrooms.**

TREATMENTS AND SAUNA

1. **Require service providers and clients to wash their hands prior to initiating treatment.**
2. **Determine which treatments are safe to provide for both the client and the employee. Temporarily eliminate treatments considered high risk.**
3. **Discontinue Spa treatment that includes interaction with guests' faces, nose and mouth.**
4. **Discontinue the use of saunas temporarily.**

EVENTS AND ENTERTAINMENT

ENTERTAINMENT

1. **Determine the new capacity of the entertainment space based on the social distancing guidelines of guaranteeing 2 meters or about 6 feet per person or group of maximum 10 people.**
2. **Limit entertainment activities to those that can be completed from a distance of 2 meters or about 6 feet away (concerts, dance performances etc.)**
3. **Sanitize the microphones before each use for karaoke and music activities.**
4. **Disinfect all audiovisual equipment used by interpreters.**
5. **Space guests with a separation chair in theaters or other chair formats and require the use of a mask. Only groups that arrive together can bypass this rule.**
6. **Live bands will be limited to outside events.**
7. **The listings and hotel programs of the week will be generated by QR and will be delivered at the reception during the entrance to the hotel.**
8. **The Kids Club will be opened with the strictest health and safety protocols.**
9. **Secure 2 meters or about 6 feet of space between clients and performers on the stage or designated area of the stage. Likewise, indicate the space between groups to limit the interaction between people from different families / groups.**
10. **Limit the number of activities and contests that take place within the restaurant and bar space to respect physical distancing.**
11. **Have stations with 70% alcohol antibacterial gel.**

PRIVATE EVENTS (WEDDINGS/PARTIES)

1. **Determine a security protocol to be validated by the Minister of Health, prior to organizing and developing any private event.**
2. **Determine the new capacity of the space, according to the practices of social distancing of 2 meters or about 6 feet per person or group of maximum 10 people.**

3. **Take the temperature of each guest at the entrance. Those with elevated temperatures or visible symptoms should be documented and moved to a designated quarantine space for examination. The Ministry of Health should be contacted immediately.**
4. **Sanitize tables and chairs after the event.**

CONFERENCES

1. **Determine a security protocol to be validated by the Minister of Health, prior to finalizing and developing any private event.**
2. **Use automatic doors, keep doors open if possible, or have a designated employee open the doors to mitigate excessive contact between guests.**
3. **Use the space by limiting social distancing to 2 meters or about 6 feet per person or group of maximum 10 people.**
4. **Take the temperature of each guest at the entrance. Those with elevated temperatures or visible symptoms should be documented and moved to a designated quarantine space for examination. The Ministry of Health should be contacted immediately.**
5. **Sanitize tables and chairs after each event.**

PROTOCOL FOR BUSINESS CENTERS AND YOUTH CENTERS / VIDEO GAMES ROOM

Consideration should be given to the closure or limited use of business centers and teen centers and video game rooms to avoid crowding of people in closed spaces. In case of enabling these facilities, the concentration of people should be limited, follow the basic guidelines of this protocol:

1. **Use automatic doors, keep doors open (if possible), or have staff available to open and close doors to prevent multiple people from making contact with the door and its surfaces.**
2. **Determine the new capacity of the business center based on the physical distancing guidelines. Post signs with the new maximum capacity.**
3. **Employees must wear face masks at all times.**
4. **Install and make available antibacterial gel with 70% alcohol for sanitizing hands in the entrance area. Ask guests to disinfect or wash their hands and wear masks when entering the room.**
5. **Place antibacterial hand gel and / or wipes (when possible) in convenient locations to allow guests to disinfect games and other points of contact as needed.**
6. **Organize the floor plan to allow a physical distance of 2 meters or about 6 feet from tables, chairs, benches, etc.**
7. **Ensure that an employee supervises the use of the business center at all times.**
8. **Sanitize used business center items (eg computer, printer, stapler, pens) and sanitizing stations, if not hands-free, after each use.**
9. **Sanitize games and game controllers and hand sanitizing stations after each use.**

PROTOCOL FOR STORES

CAPACITY AND SOCIAL DISTANCE

1. **Determine the maximum number of guests in the store and monitor the door to ensure the limit is not exceeded.**
2. **Install dispensers with 70% alcohol antibacterial gel for hands at the entrance to the craft store / market or allow the person at the entrance who is opening the door to provide antibacterial gel, ensuring that all guests are disinfected or wash hands when entering.**
3. **Enforce the use of masks in stores by guests and deny entry to people who do not comply.**
4. **Place tape or markers at the entrance where guests can line up to enter if the store line is at the limit.**

CHANGING ROOMS

1. **Close changing rooms completely or implement a disinfection plan for clothing being tried on. If changing rooms are not closed, include a process to steam clean clothes before repositioning on display.**
2. **Place a container in the changing room so that guests can deposit clothing that they will not buy.**
3. **Empty the reject bin on a regular basis, at least every four hours, depending on store traffic.**
4. **Disinfect all contact points in the store every two hours, handlebars, doors, guard rails etc.**

MERCHANDISE

1. **Return clothing to showroom or counters after steam cleaning especially if the customer has tried it on.**
2. **Ensure jewelry counters have 70% alcohol antibacterial hand gel and wipes (when possible) nearby. For those items that cannot be safely sanitized, require guests and employees to sanitize or wash their hands before touching / handling the item.**
3. **Clean jewelry after each contact using an alcohol-based antibacterial gel (70% alcohol or more).**

CASH WRAP

1. **Install a glass / plastic shield around certain areas of the cashier stations, if possible, to create a barrier between guests and cashiers.**
2. **Encourage the use of digital POS systems (known as verifone) where possible to reduce cash transactions. Notify guests of preference for cashless payments before entering so they can plan accordingly. Disinfect the POS machine/register after each use.**

3. **Enforce physical distancing with distance markers on the floors or the use of props to guide guests and the distance they must keep from each other.**
4. **Encourage the physical distancing of the cash registers by separating the stations 2 meters or about 6 feet apart, when possible, when there are several cash register stations.**
5. **Clean stations (phones, registers, tables) regularly throughout the day and after the end of each shift.**

SPAS:

SPA ENTRANCE / RECEPTION

1. **Spa and Salon appointments will be limited by appointment and scheduled in advance.**
2. **Mark on the floor the adequate space between guests during the waiting time**
3. **Include questions in the digital medical record to inquire about potential COVID-19 exposures and take the temperature of all guests prior to initiation of treatment. If the temperature is high, the service must be denied.**
4. **Allow guests to complete health forms digitally from their mobile devices.**
5. **Eliminate common beverage stations (water, coffee, tea, etc.) as well as self-service food stations.**
6. **Provide towels to guests who request them. Eliminate self-service towel pick-up stations.**
7. **Disinfect the reception table and the entire area around it on an ongoing basis. Disinfect the entire workspace at shift changes (including tables, chairs, lounge chairs, keyboards, etc.).**

BABYSITTING (DAY CARE):

1. **Evaluate the closure or restriction of the use of Nurseries (Day Care) and follow the provisions of the Ministry of Public Health.**
2. **If allowed to operate, consider the social distancing of 2 meters or about 6 feet per person or group of maximum 10 children.**
3. **Evaluate the provision of ventilated spaces instead of closed spaces to improve the sanitation of nurseries.**
4. **Take the temperature of each child before receiving them. Those with elevated temperature and / or visible symptoms, recommend to their parents or guardians, medical consultation and immediate isolation. These cases must be documented and reported to the Ministry of Health.**
5. **Sanitize the hands of each child before admission.**
6. **Sanitize the hands of each child frequently during their stay in the nursery. Adult employees and guests must wear face masks at all times.**
7. **Arrange cribs and beds with enough space to ensure appropriate social distancing.**
8. **Disinfect the playroom and nursery on an ongoing basis throughout the workday (including toys, furniture, baby chairs, cribs, televisions, remote controls, handles, telephones, etc.)**

9. After each use, disinfect beds and cribs.

MEDICAL SERVICES

Note: All hotels, regardless of size, must have a Medical Unit for Permanent Attention (MUPA) on the property who is a certified health professional, who will respond to calls in cases of emergencies. For all hotels it is mandatory to have isolation rooms for any employee or guest who shows a high temperature or other symptom of COVID-19.

The MUPA must have ongoing contact with the local health authority. Additionally, the hotel can coordinate telemedicine consultations through the Medical Assistance Plan. Local health authorities will determine when the guest or guests should go to the nearest hospital. To accomplish this, properties must coordinate the transfer to the corresponding hospital.

If the guest presents symptoms, the isolation protocol established by the Ministry of Public Health must be carried out in the facilities provided for these purposes by the Hotel. Likewise, the necessary tests will be carried out by authorized laboratories according to the protocol of the Ministry of Public Health.

MEDICAL STATION

1. The medical station must have, as a minimum, the following:

- **Bed**
- **Desk and chair**
- **Infrared thermometer**
- **Washing station**
- **Antibacterial gel with 70% alcohol**
- **Trash receptacle with a foot pedal opening**
- **First-Aid kit**
- **Telephone**
- **Emergency contact number for the Ministry of Health**
- **Medical grade personal protection equipment (N95 face masks, face shields, etc.)**
- **Contact number for medical personnel in the event of an emergency**

2. Require guests to disinfect their hands prior to entering the medical station.

3. The medical professional at the location is required to report immediately to the Ministry of Health, if there is suspicion of a potential case of COVID-19

4. Disinfect the health station after each patient. Each patient should be treated with a mask on and following all safety guidelines.

EMPLOYEE MANAGEMENT:

- 1- This section describes the basic steps that each employer can take to reduce the risk of exposure of workers to COVID-19, in their workplace.**
- 2- Develop a response protocol for infectious diseases. Plans should consider and address the levels of risk associated with workspaces and job tasks that workers perform at those sites.**
- 3- Keep the Ministry of Health informed and incorporate recommendations and resources for specific workplace plans.**
- 4- Promote frequent and thorough handwashing, including by providing workers, customers and visitors to the workplace with a place to wash their hands. If soap and running water are not immediately available, provide alcohol-based hand sanitizers containing at least 60% alcohol.**
- 5- Encourage proper respiratory etiquette, such as covering the mouth with the elbow when coughing and sneezing**
- 6- Create the position of a health manager who will be in charge of the Medical Unit for Permanent Attention (MUPA) within each company and / or tourist accommodation, whose main functions are:**
 - Ensure the execution of the established guidelines and lead implementation processes.**
 - Take the appropriate corrective and preventive actions when necessary and strive to constantly improve the effectiveness of safety and health measures.**
 - Coordinate detailed training workshops for all employees to review established guidelines and ensure commitment to their implementation. Reinforce personal hygiene throughout each work day.**
 - Instruct on occupational health.**
 - A certification of these trainings and of the institution that imparts them must be deposited with the Ministry of Tourism, along with the details of the scope and objective of these workshops.**
- 7- All personnel in contact with the guest, at all times, must wear a mask and have antibacterial hand gel to be used at all times. This must be monitored and penalized for non-compliance.**
- 8- Employees must practice social distancing at all times, avoiding hugs, kisses or shaking hands, and not sharing objects with guests or other employees.**
- 9- Make sure each employee has adequate personal protective equipment, supplied by the employer and correctly used**

- 10- **Provide hygiene materials such as tissues and hand sanitizing stations.**
- 11- **Suggest workers not to use their phones or other personal screens during shifts unless it is an urgent matter.**
- 12- **Identify a protocol to protect those who are at high risk or are vulnerable. Identify and isolate potentially infectious individuals.**
- 13- **Make sure all personnel are aware of the signs and symptoms of COVID-19, and what to do if a staff member or client becomes symptomatic.**
- 14- **Establish an emergency communications plan**
- 15- **Know where to find local information on COVID-19 and local trends on COVID-19 cases.**
- 16- **Ensure there are enough health and safety signs that promote hygiene and hand washing displayed in employee break areas. The role of each employee, their responsibilities and how they can contribute to the effectiveness of the implementation of these measures must be clearly communicated. Indicate the implications and possible consequences of not following the guidelines.**
- 17- **Establish a control and disinfection station for employees and associates, where at the start of each workday a physical analysis of employees and associates can be carried out, including disinfection, temperature taking, and asking personnel the following questions:**
 - **Are you showing symptoms associated with COVID-19?**
 - **Have you been diagnosed with COVID-19?**
 - **Have you had close contact in the last 14 days with someone who has been diagnosed with COVID-19?**
 - **Have you been informed by a medical provider or public health official that you should self-quarantine due to potential exposure to COVID19, or have you been suspected of having COVID-19 ?, among other questions.**
- 18- **Employees with a temperature below 100.3°F, or 37.9°C, and who have answered "no" to all questions will be allowed to begin their shift.**
- 19- **Employees with a temperature of 100.4°F, or 38°C, or higher, or who answered "yes" to any of the above questions, must be sent home by their manager and they will not be allowed to return to work until they have received authorization from a medical professional. If an employee refuses to have their temperature checked or refuses to answer any of the control questions, he/she must be sent home and will not be able to enter the workplace or serve customers.**

- 20- **A detailed record must be kept of these daily health controls. Make sure it is available in an area of easy access in case it is required by the health authority.**
- 21- **Employers should explore whether they can establish policies and practices such as flexible workplaces (telecommuting, for example) and flexible work hours (for example, staggered shifts) to increase physical distance between employees.**
- 22- **Discourage workers from using phones, desks, offices, or other tools and work equipment belonging to other workers, when possible.**
- 23- **Maintain regular cleaning practices, including routine cleaning and disinfection of surfaces, equipment, and other elements within the work environment.**
- 24- **Develop policies and procedures for the prompt identification and isolation of sick people, if appropriate. This is a critical step to protect workers, customers, visitors, and others in the workplace.**
- 25- **Employers should inform and encourage employees to self-monitor for signs and symptoms of COVID-19 if they suspect possible exposure.**
- 26- **Employers should develop policies and procedures for employees to report when they are sick or experience symptoms of COVID-19.**
- 27- **To avoid contagion in medical dispensary areas, use a medical suit and a permanent barrier (for example, a wall/different room) or a temporary one (for example, plastic sheeting).**
- 28- **Restrict the number of personnel entering isolation areas.**
- 29- **Actively encourage sick employees to stay home.**
- 30- **Make sure sick leave policies are flexible and consistent with public health guidance and that employees understand these policies.**
- 31- **Talk to companies that provide your business with contracted or temporary employees about the importance of sick employees staying home and encourage them to develop leave policies.**
- 32- **Perform periodic PCR or antibody tests for employees prior to entering the hotel and keep the place free of COVID-19, according to various epidemiological protocols.**
- 33- **Business cards must be digitized. It is recommended that they have a QR code to be downloaded at the moment by those who receive it.**

CASINOS

Hotel establishments that have casinos within their properties must adhere to the following guidelines:

1. **Cleaning and disinfection: all equipment and surfaces must be completely clean and disinfected frequently during the casino's hours of operation.**
2. **Game tables, table rails, chairs, handrails, and cup holders must be disinfected at least every 60 minutes or when each guest leaves a game.**
3. **Slot machines will be disinfected after each player leaves a station or once every 60 minutes in unused stations.**
4. **A designated casino employee must be sure to complete a record in each section to track each program of machine disinfection.**
5. **Game chips must be cleaned and disinfected regularly.**
6. **Cards and dice must be replaced daily and properly sanitized when not discarded.**
7. **Employee workstations and work area surfaces should be disinfected regularly. It is recommended to do so every 60 minutes and after each shift change.**
8. **Guests may always request the disinfection of a station.**
9. **Safe social distancing. The casino administration must reorganize the casino to ensure that the recommended safe social distance between players and gaming stations is maintained.**
10. **The casino administration must ensure that there is a safe distance from the sides and the back of each player. There must be a safe distance to walk while players are seated.**
11. **Gaming tables must be rearranged and chairs removed to ensure social distancing. Or, according to the regular configuration, the next chair must be removed from the table allowing a maximum of three to four players (depending on the size of the table).**
12. **Management of the casino must ensure social distancing is also provided to the sides and back of players.**
13. **The cashier area must have clearly marked floor decals to ensure 2 meters or about 6 feet of spacing between guests while waiting in line.**
14. **Casino ushers must ensure that guests do not congregate around slot machines and gaming tables.**
15. **Internal controls must be established to manage the count and capacity control. In case of exceeding capacity and having players waiting, casinos need to establish a system to control the waiting of players while assuring safe social distance.**

ACTIVITIES OUTSIDE OF THE HOTEL

TOURIST OPERATIONS FOR TRAVEL AGENCIES AND TOUR OPERATORS

Client Attention and Service:

1. **Implement temperature measurement to customers before entering the establishment.**
2. **All visitors and employees must wear face masks at all times.**
3. **At the entrance of the establishment and at the service desks, dispensers of hand sanitizer solution or hydroalcoholic gel will be placed.**
4. **Encourage payment by credit card or electronic means to reduce contact.**
5. **Establish a digital propaganda system, as a replacement for informational brochures and printed promotional material. The use of email, destination guide or activity in QR codes, etc. is recommended.**
6. **All companies must keep track of visitors, including: name, date and time of visit and contact telephone number, in order to contact in case any contagion is detected within the framework of the date of the client visit.**

RESTAURANTS

1. **Buffets will be eliminated in restaurants.**
2. **Restaurant menus will be available via QR code and in single-use disposable brochures to minimize exposure and contact.**
3. **The bars inside the pool area will not be functioning at the moment. Food and beverage service will be available poolside and beachside through servers.**

MEETINGS

1. **The standard measurements in meeting and event layouts will be redesigned to ensure the necessary physical distance between attendees.**
2. **Add to all meeting rooms and sales centers an air purification system that eliminates between 98% and 100% of bacteria and viruses.**

ENTERTAINMENT AND SHOWS

1. **Only daytime and outdoor activities will be conducted (some restrictions may be applied)**
2. **Live bands will be limited to outside locations and two bands per week.**
3. **The listings for the week will be generated by QR and will be delivered at the reception during check-in. All hotel programs included.**

4. **Kids Clubs will be opened with the strictest health and safety protocols.**

TRANSPORTATION SERVICE BY TOUR OPERATORS

Guest Transportation:

1. **Sanitization of the vehicle must be done before the collection of the clients. Groups must be small.**
2. **Taking the customer's temperature before boarding the transport. The use of hand sanitizer is mandatory when getting clients on the units in which they will be transported.**
3. **Buses or transportation vehicles must have a sign indicating that both passengers and service providers must use a face mask at all times.**
4. **In the transport vehicle there must be a chair in between or the measure indicated by the authorities, between each passenger, thus avoiding large concentrations of people in the same space, whether with reduced ventilation or not.**
5. **Drivers must have antibacterial gel, masks and disposable tissues to offer to passengers.**
6. **Drivers must sanitize the internal and external handles of their units after dismounting the passengers, as well as any other surface on which passengers can place their hands to move inside them (handles, rails, seats, etc.), and ventilate the units after each transport.**
7. **Do not offer any type of food or drink to the tourists.**

Horse Ranch, Walking Tours, Zip Line, Aquatic and/or Recreational Theme Park and Paint Ball

Area of implementation: The presented measures are mandatory for Horse Ranches, Walking Tours, Zip Lines, Aquatic and/or Recreational Theme Parks and Paint Ball, in order to safeguard the health of tourists, employees and associates.

Transportation for excursions for Horse Ranch, Walking Tours, Zip Line, Aquatic and/or Recreational Theme Park and Paint Ball

- 1. Sanitization of the vehicle must be done before the collection of the clients. Groups must be small.**
- 2. Taking the customer's temperature before boarding the transport. The use of hand sanitizer is mandatory when getting clients on the units in which they will be transported.**
- 3. Buses or transportation vehicles must have a sign indicating that both passengers and service providers must use a face mask at all times.**
- 4. In the transport vehicle there must be a chair in between or the measure indicated by the authorities, between each passenger, thus avoiding large concentrations of people in the same space, whether with reduced ventilation or not.**
- 5. Drivers must have antibacterial gel, masks and disposable tissues to offer to passengers.**
- 6. Drivers must sanitize the internal and external handles of their units after dismounting the passengers, as well as any other surface on which passengers can place their hands to move inside them (handles, rails, seats, etc.), and ventilate the units after each transport.**
- 7. Windows must remain open.**
- 8. The shuttles or recreational vehicles can only be used to transport individual groups (clients who arrive or reside together), and everyone must wear a mask at all times.**

General measures for all tourist activity services:

Storage Facilities and Lockers in the areas of the activities

- 1. Sanitize the surfaces of lockers and storage facilities after if they are used by group, or every hour otherwise.**
- 2. Install antibacterial gel dispensers near lockers and storage facilities for guests to use before and after storing and / or removing their belongings.**
- 3. Use automatic or combination lockers, where possible, to avoid the need for keyed locks. If you need to use keys, install a container to deposit the used keys and sanitize them each time they are received.**

Restrooms and Changing Areas

1. **Install antibacterial gel dispensers at the entrance of the restrooms.**
2. **Install signs on the floor to guide guests so they know where to stand when waiting for their turn to use the facilities.**
3. **Use trash receptacles with foot pedals, so guests do not have to use hands to dispose of waste and garbage.**
4. **Remove all reusable hand towels and air dryers. Use only disposable hand towels.**
5. **Sanitize restrooms regularly (at least every two hours).**

Preventive measures during sale or reservation of the activity:

1. **Put indications of prudent spaces between customers waiting in line to get to the purchase or reservation desk of activities.**
2. **Disinfect the counter regularly after each interaction with a customer and throughout the day according to employee shift changes.**
3. **Do not use price sheets or reusable menus with customers. It is recommended that the information be found on signs or digital media. Alternatively, offer single-use disposable price sheets. The pens must be sanitized after each use.**

Photographers and Videographers

1. **Enforce physical distancing between photographers and tourists.**
2. **Do not allow reusable price sheets to be used with guests. The information must be on signs or accessible on social media. If this is not possible, use disposable sheets. Disinfect pencils / pens after each use.**
3. **Sanitize the equipment at regular intervals throughout the day, at least every two hours.**
4. **Distribute photos and videos digitally, to prevent physical exchanges.**
5. **Photographers should have disinfectant (alcohol based 70% or more) with them and use it after every interaction with clients, including currency exchange.**

Inside the facilities and during tours to Horse Ranches:

1. **At the beginning of the horse ride, the reins and saddles to be used by each client must be sanitized in their presence before mounting.**
2. **Have scattered stations with antibacterial hand sanitizer, face masks, and disposable tissues for the excursion participants. These must also be available at the locations where the excursion activities will take place.**
3. **The restrooms of the establishments visited within the excursion plan must be clean and have water, soap and disposable paper towels at all times, as well as having a person who is in charge of the constant disinfection of locks, toilet flushes and sinks.**
4. **Design routes with one-way pathways (a single direction route), in order to avoid crossings with other groups on tour.**
5. **At the end of the horseback ride, clients should be directed to the restrooms, for the proper washing of arms and hands.**
6. **At the end of the horse ride, reins and saddles must be sanitized.**

7. **It is advisable that measures for the food and beverage service on the excursion maintain rigorous hygienic measures, with individual packaging for each client**

Inside the facilities and during the Walking Tour:

1. **In the event that a chairlift is used, a 2 meter or about 6-feet safety distance will be maintained between them throughout the activity and all safety equipment used by clients for the activity must be disinfected before and after each use. For a good management of the cleaning process, a log should be kept with the numbering of each item and record when they are used and sanitized.**
2. **Have scattered stations with antibacterial hand sanitizer, face masks, and disposable tissues for the excursion participants; These must also be available at the locations where the excursion activities will take place.**
3. **The restrooms of the establishments visited within the excursion plan must be clean and have water, soap and disposable paper towels at all times, as well as having a person who is in charge of the constant disinfection of locks, handles of toilets and sinks.**
4. **It is advisable that measures for the food and beverage service on the excursion maintain rigorous hygienic measures, with individual packaging for each client.**
5. **Develop routes with one-way pathways (a single direction route), in order to avoid crossings with other groups on tour.**
6. **Limit the number of people in the group, not to exceed 6 visitors for guided experiences.**
7. **Providers should maximize the distance between groups in guided experiences and between individuals in unguided experiences.**
8. **Reduce users on platforms, as it is safe and practical to do so. Groups should not be together on platforms or at crossings.**
9. **Whenever possible, all check-out, check-in and payment processes should be done outdoors.**
10. **Wherever possible, use technology solutions to reduce person-to-person interaction for reservations and payment.**
11. **Whenever possible use physical barriers such as partitions or Plexiglas in cash registers or other areas of interaction.**

Within the facilities of the Aquatic and / or Recreational Theme Parks:

1. **All equipment to be used by customers must be sanitized in front of them for their safety and confidence. For a good management of the cleaning process, a log should be kept with the numbering of each item and record when they are used and sanitized.**
2. **The established safety distance will be maintained throughout the activity.**
3. **All equipment used by clients for the activity must be disinfected after each use.**

4. **Have stations with antibacterial sanitizer for hands, gloves, masks and tissues scattered to equip the hikers. These should also be available at the locations where the excursion activities will take place.**
5. **The restrooms of the establishment to visit within the excursion plan must be clean and have water, soap and disposable paper at all times, as well as have a person who is in charge of the constant disinfection of the locks, toilet flushes and sinks.**
6. **Prepare one-way routes (a single direction route), to avoid crossings with other groups.**

Protocol for Kitchen and Restaurant Area within the Aquatic and / or Recreational Theme Parks

1- Food safety and food handling. The server will maintain correct handling practices appropriate to the workplace and his or her position. Take into account that this focus on the new measures of prevention of person-to-person contagion should under no circumstances relax standard food safety practices.

2. Maintain a distance of more than 2 meters or about 6 feet at workstations

3. Kitchen staff must wear face masks at all times.

4. Perform conscientious, regular and adequate handwashing after having been in contact with possible sources of contamination.

5. Use of disposable gloves:

- a. **Change frequently and wash hands between changes.**

- b. **The necessary tasks must be developed in a way that avoids cross contamination. Thus, it is recommended to serve ready-to-eat foods.**

6. **Perform intensified cleaning of all areas, keeping control and permanent record of these processes.**
7. **Eliminate self-service of food and beverages. Providing individual servings will be prioritized over tray service catering.**
8. **Install a station with disinfectant dispensers both in the customer area and in the kitchen staff area, having a designated staff member who discreetly asks people to wash their hands before entering the restaurant.**
9. **Have signs in service area to inform guests that tables are cleaned and disinfected before they sit down.**
10. **Eliminate restaurant menu cards, instead offering the menu through a QR code or a mobile phone app.**

Restaurant capacity and social distancing.

1. **Reduce maximum capacity in buffets and restaurants by 15-30% so as to obtain more space and avoid a large number of diners in one place and at one time.**
2. **Respect the expected capacity in each room, advising a maximum density of 4 people per 10 square meters, or 108 square feet, and a separation of 2 meters, or about 6 feet, between clients from different family units. If necessary, service shifts should be established for the use of the restaurant.**
3. **After each shift, all disposable items will be removed and cleaning and disinfection of items that may have been in contact with customers' hands will be conducted.**
4. **Rethink the arrangement of tables, so that the distance between the backrest from chair to chair, from one table to another, is more than 2 meters, or about 6 feet.**
5. **Avoid customer contact with food:**
 - a) **Remove all tongs, ladles and other serving utensils that can be handled by different guests in the buffet. Instead, establishment personnel must serve the clients.**
 - b) **The client will not have the option of accessing cutlery and the tables will be set up with disposable tablecloth, cutlery, glasses, and napkins. Disposable utensils are recommended as much as possible.**
 - c) **When the client finishes, all the elements will be removed from the table, which will be disinfected and prepared again with all new elements for the following diner.**

Conduct for Food & Beverage (F&B) Service Personnel:

- 1 **Monitor and completely avoid the handling by the customer of food, equipment, household items, etc. that may be used by a customer from another unit.**
- 2 **Serving staff will maintain a minimum safety distance of 2 meters, or about 6 feet. They will maintain strict hand hygiene. Under no circumstances will staff hug, kiss or touch clients or other employees.**
- 3 **Avoid sharing objects with customers or employees. In the event that it is essential to share objects, they will be properly sanitized. If the waitstaff are to serve the tables, they will wear surgical masks and disposable gloves.**
- 4 **All dishes, cutlery and glassware that have been exposed in the restaurant will be cleaned and disinfected in the dishwasher, including ones that have not been used but could have been in contact with customers' hands. Wash and disinfect the dishes at temperatures above 80° Celsius, or approximately 176° Fahrenheit.**
- 5 **Tablecloths and napkins must be washed industrially. These will be single use and must be changed in each service. Tablecloths, napkins and work clothes should be washed at a temperature of more than 60° Celsius, or approximately 140° Fahrenheit.**
- 6 **Lounges and dining rooms will be ventilated after each service by opening the windows.**
- 7 **After each service, cleaning and disinfecting must be done of all surfaces, dispensing machines, doorknobs, buffet counters, etc., and in general, any surfaces that may have been touched by hands by following established cleaning protocols.**
- 8 **The dispenser machines for coffee, juices, carbonated drinks (sodas) will be cleaned and disinfected after each service.**
- 9 **Food must be cooked above 70° Celsius, or approximately 158° Fahrenheit. Maintain an unbroken cold chain for food preservation and keep food protected at all times with films, display cases, containers and labels**

Paint Ball

All equipment to be used by clients (helmets, pistols, tanks, masks, vests, etc.) must be sanitized in front of them to ensure their safety and trust.

4. **The established safety distance will be maintained throughout the activity.**
5. **All equipment used by clients for the activity must be disinfected after each use.**

6. **Have scattered stations with antibacterial hand sanitizer, face masks, and disposable tissues for the excursion participants. These must also be available at the locations where the excursion activities will take place.**
7. **The restrooms of the establishments visited within the excursion plan must be clean and have water, soap and disposable paper towels at all times, as well as having a person who is in charge of the constant disinfection of locks, handles of toilets and sinks.**
8. **It is advisable that measures for the food and beverage service on the excursion maintain rigorous hygienic measures, with individual packaging for each client.**
9. **The groups will be of a maximum of 10 players. Divided into 2 teams of 5 players.**
10. **Body temperature will be taken upon entering the facilities.**
11. **Guests will be able to buy new and bagged paintball masks.**
12. **Once the paintball activity is over, guests must leave the facilities to avoid the crowding of people.**
13. **Clean and disinfected safety clothing will be provided, although if the group prefers to bring their own clothes, they can do it freely, and if so, it is recommended the entire groups brings a white and a black shirt per person to divide into teams on the field.**

Maritime Transport and Water Sports

Area of implementation: The presented measures are mandatory for Maritime Transport and Water Sports in order to safeguard the health of tourists, employees and associates.

Protocols for Sea Transport and Water Sports that include: Snorkeling, Surf School, Sailing, Kayaking and Bananas.

Ground transportation of the client to and from the point where the activity will take place

1. **Sanitization of the vehicle before picking up clients. The groups must be small so that the vehicle occupancy does not exceed 50% of its capacity.**
2. **Taking the customer's temperature before boarding the transport vehicle. The use of hand sanitizer is mandatory when helping board clients into the vehicles in which they will be transported.**
3. **Buses or vans must have a sign indicating that both passengers and service providers must wear a face mask at all times.**
4. **In the transport vehicle, there must be an empty seat space or some spacing of the**

size indicated by the authorities, between each passenger, thus avoiding large concentrations of people in the same space, whether or not there is reduced ventilation.

5. Drivers must have antibacterial hand gel and disposable tissues to offer passengers.
6. Drivers and captains must sanitize the internal and external handles of their units after unloading passengers, as well as any other surface passengers can put their hands on to move inside them (handles, railings, seats, etc.), and ventilate the units after each transport (if applicable).
7. Make sure there are handrails available for boarding boats to limit crew exposure to helping people get on the boat.
8. Refrain from providing food or drinks to customers.

During the activity:

1. All equipment to be used by customers (tanks, masks, snorkel tube for breathing, clappers, paddles, kayak seat, sail railing, seats and handles in bananas, etc.) must be sanitized before and after each use.

- a. The established safety distance will be maintained throughout the activity.
- b. Have scattered stations with antibacterial hand sanitizer, face masks, and disposable tissues for the excursion participants. These must also be available at the locations where the excursion activities will take place.
- c. The restrooms of the establishments visited within the excursion plan must be clean and have water, soap and disposable paper towels at all times, as well as having a person who is in charge of the constant disinfection of locks, handles of toilets and sinks.
- d. Do not share sunscreen creams or lipsticks with other people.
- e. Do not allow beach chairs, umbrellas, coolers, etc. to be shared between people from different households.
- f. All equipment used for snorkeling, surfing, sailing, kayaking and bananas must be disinfected after use.

At the end of the sports activity:

1. Each person must use their own towel; it should not be shared.
2. Do not disinfect sports equipment in shared showers or footbaths.

Parasailing

Ground transportation of the client to and from the point where the activity will take place

1. **Sanitization of the vehicle before collecting the clients. The groups must be small, so that the vehicle occupancy does not exceed 50% of its capacity.**
2. **Taking the customer's temperature before boarding the transport vehicle. The use of hand sanitizer is mandatory when helping board clients into the vehicles.**
3. **Buses or vans must have a sign indicating that both passengers and service providers must wear a face mask at all times.**
4. **In the transport vehicle, there must be an empty seat space or some spacing of the size indicated by the authorities, between each passenger, thus avoiding large concentrations of people in the same space, whether or not there is reduced ventilation. This measure also applies to boats.**
5. **Drivers and captains must have antibacterial hand gel and disposable tissues to offer passengers.**
6. **Drivers and captains must sanitize the internal and external handles of their units after unloading passengers, as well as any other surface passengers can put their hands on to move inside them (handles, railings, seats, etc.), and ventilate the units after each transport (if applicable).**
7. **Refrain from providing food or drinks to customers.**

During the activity:

- 1 **All equipment to be used by clients (life jackets, helmets, bars, harnesses, etc.) must be sanitized before and after each use.**
- 2 **At the end of an activity requiring the removal of face masks, excursion participants should wear their masks again.**
- 3 **The established safety distance will be maintained throughout the activity, including on boats.**
- 4 **Have scattered stations with antibacterial hand sanitizer, face masks, and disposable tissues for the excursion participants. These must also be available at the locations where the excursion activities will take place.**
- 5 **The restrooms of the establishments visited within the excursion plan must be clean and have water, soap and disposable paper towels at all times, as well as having a person who is in charge of the constant disinfection of locks, toilet flushes and sinks.**
- 6 **It is advisable that measures for the food and beverage service on the excursion maintain rigorous hygienic measures, with individual packaging for each client.**

7. **The boats must be sanitized before and after each service.**
8. **Do not share sunscreen creams or lipsticks with other people.**
9. **Do not allow beach chairs, umbrellas, coolers, etc. to be shared between people from different households.**
10. **All equipment used for parasailing must be disinfected after use.**

Diving School

Ground transportation of the client to and from the point where the activity will take place or they will embark will carry out any of these:

1. **Sanitization of the vehicle before the collection of the clients. The groups must be small, so that the vehicle occupancy does not exceed 50% of its capacity.**
2. **Taking the customer's temperature before boarding the transport vehicle. The use of hand sanitizer is mandatory when helping board clients into the vehicles in which they will be transported.**
3. **Buses or vans must have a sign indicating that both passengers and service providers must wear a face mask at all times.**
4. **In the transport vehicle, there must be an empty seat space or some spacing of the size indicated by the authorities, between each passenger, thus avoiding large concentrations of people in the same space, whether or not there is reduced ventilation. This measure also applies to boats. Only people belonging to the same family / group can sit next to each other.**
5. **Drivers and captains must have antibacterial gel and disposable handkerchiefs to offer passengers.**
6. **Drivers and captains must sanitize the internal and external handles of their units after unloading passengers, as well as any other surface passengers can put their hands on to move inside them (handles, railings, seats, etc.), and ventilate the units after each transport (if applicable).**

Within the facilities and during the activity:

1. **All the equipment to be used by clients (breathing apparatus, tanks, harnesses, masks, clappers, etc.) must be sanitized before and after each use.**
2. **At the end of the activity, excursion participants should wear their face masks again.**

3. **The established safety distance will be maintained throughout the activity, including on boats.**
4. **The boats must be sanitized before and after each service**
5. **Have scattered stations with antibacterial hand sanitizer, face masks, and disposable tissues for the excursion participants. These must also be available at the locations where the excursion activities will take place.**
6. **The restrooms of the establishments visited within the excursion plan must be clean and have water, soap and disposable paper towels at all times, as well as having a person who is in charge of the constant disinfection of the, handles of toilets and sinks.**
7. **Do not share sunscreen creams or lipsticks with other people.**
8. **Do not allow beach chairs, umbrellas, coolers, etc. to be shared between people from different households.**

Preventive measures before leaving the home:

1. **Register temperature before leaving the home or hotel room.**
2. **In case of having any of the symptoms, do not leave the home or hotel room.**
3. **Individual protection equipment to use (masks, gloves, etc.).**
4. **Bring a portable hydro-alcohol bottle, bring your own bottle of drinkable liquids and marked with initials.**
5. **Preferably carry a compartment for the waterproof and single-use “wet suit”.**
6. **Wear closed shoes (not flip flops) and long pants preferably.**

At the end of the sports activity:

1. **Each person must use their own towel; it must not be shared.**
2. **Do not disinfect sports equipment in shared showers or footbaths.**

Cleaning the area:

1. **Restrooms should be cleaned and disinfected every hour.**
2. **Cross ventilation should be maximized for restrooms, keeping doors and windows open if possible.**
3. **Signage should be posted outside and inside restrooms emphasizing the requirement to wear face coverings and the importance of hygiene.**
4. **Maintain a cleaning log for common areas in which cleaning and disinfection is required.**

Restaurants outside of the hotels

Area of implementation: The present measures are mandatory for Restaurants in order to safeguard the health of guests, employees, visitors, and staff/associates.

Dining area

Personnel Hygiene

1. **The use of face masks is mandatory for all personnel and the use of gloves is optional depending on the functions to be carried out. (The employer must provide each employee with a new mask at the beginning of the day, to ensure that it is aseptic.) Customers must wear their masks to enter and they will be allowed to remove them once they are seated.**
2. **An assigned person will perform temperature checks upon arrival, and a person with fever will be directly reported to the health center. (Employees with a fever must be told they will be excluded from service until they are examined by health authorities.)**
3. **Workers must inform the company if they have been in contact with any person infected with the virus.**
4. **All personnel should wash their hands for at least 20 seconds after using the restroom, before eating, and after touching their nose, coughing, or sneezing.**
5. **The staff will not be able to congregate to talk and they must always keep a distance of at least 1 meter, or approximately 3 feet, between each other.**
6. **Avoid touching eyes, nose and mouth.**
7. **It is recommended not to use mobile phones and, if used, hands must be thoroughly washed again.**
8. **Limit the number of employees allowed simultaneously in break rooms. (The establishment must place a sanitizing hand gel dispenser in this area).**

Specific measures for the dining area

1. **Reduce spaces in buffets and restaurants by 15-30% to obtain more space and avoid large numbers of customers in one place and time.**
2. **Encourage large groups (6 and above) to make reservations in advance and set a maximum number of reservations that can be made for any given day. The maximum group size should not be more than 10 individuals.**
3. **After each shift, all disposable items will be removed and those items that may have been in contact with customers' hands will be cleaned and disinfected.**
4. **Rethink the layout of the tables. It should be such that the distances between the backrest from chair to chair, from one table to another, is greater than 2 meters or about 6 feet, in the case of restaurants in closed spaces and with air conditioning, and a meter and a half in outdoor establishments, in open spaces or with natural ventilation.**
5. **Eliminate the ability for users to sit alone and guide customers to seats to ensure distance between tables is maintained. If this is not possible given the availability of the staff, clearly indicate which seats can be used by using markings and signs.**

- 6. Carry out the cleaning and disinfection of tables and chairs before the restaurant opens and between services.**
- 7. Prepare the tables just before the reservation or set up the table in front of the client.**
- 8. Reduce the time of exposure of cutlery and dishes. Protect them until use.**
- 9. Disinfect dining area floors twice a day or as many times as necessary.**
- 10. Install disinfectant dispensers / hand gel systems on customer tables. (There must be a dispenser at the entrance of the restaurant for the mandatory use of each diner when entering the establishment.)**
- 11. Menus: Implement systems that reduce physical contact.**
- 12. Discourage the use of multi-purpose menus (food, drinks, specialties) if digital options are not available. Menus printed on paper must be laminated and disinfected before and after each use.**
- 13. Menus can be implemented on screens or through QR codes to be viewed on customers' mobile phones. Use the restaurant's social media when possible to display menus and encourage customers to use their personal phones to search for food options instead of receiving a physical menu. Information for the link should be posted at the entrance and / or on the wall (s) of the restaurant. If possible, courtesy WiFi should be allowed for customers if required to access the menu.**
- 14. A complete change of table linens between all services and subsequent cleaning and disinfection of table and chairs.**
- 15. Encourage the use of paper napkins.**
- 16. Use disposable paper towels for cleaning surfaces.**
- 17. Place markers on the floor to mark the required physical distance space while in the waiting / reception area and outside the restaurant if it is full.**
- 18. Check out shared self-service snacks, eg water, coffee, tea, etc. of the reception areas. Remove material from the shared reception area, including magazines and books.**
- 19. Remove shared condiments such as ketchup, mustard, hot sauce, and salt shakers.**
- 20. Clearly indicate diners which seats can be used by using markings and signs.**
- 21. Install a glass / plastic / plexiglass protector between food and customers if possible.**
- 22. All dishes, cutlery and glassware that have been exposed in the restaurant will be cleaned and disinfected in the dishwasher, including ones that have not been used but could have been in contact with customers' hands. Wash and disinfect the dishes at temperatures above 80° Celsius, or approximately 176° Fahrenheit.**
- 23. Tablecloths and napkins must be washed industrially. These will be single use and must be changed in each service. Tablecloths, napkins and work clothes should be washed at a temperature of more than 60° Celsius, or approximately 140° Fahrenheit.**
- 24. Living rooms and dining rooms will be ventilated after each service by opening the windows.**

25. **At the moment customers arrive into the restaurant reception area, the preventive measures for safety will be explained to the customers.**
26. **The use of thermal cameras or digital thermometers is recommended to measure the temperature of the clients.**
27. **Offer antibacterial hand gel of 70% alcohol on the tables for customers.**
28. **Rearrange the furniture in the waiting / reception area to allow physical distancing.**
29. **Minimize the number of waitstaff who interact with the customers.**
30. **Maintain adequate distance between staff and clients**
31. **Maintain constant cleaning and disinfection in the restroom area**
32. **Frequently disinfect surfaces employees or customers touch, such as door handles, equipment handles or the counter where customers pay.**
33. **Find alternative measures to present the account to the client. If you use folders, they should be disinfected just like the pens.**
34. **The waitstaffs' trays must be disinfected after each table is taken out of service. This is to prevent the waitstaff from transferring any pathogens that may remain there.**

Specific measures for the kitchen.

It is recommended to wash hands with warm soapy water for at least 20 seconds before and after handling food. (Specify the use of mandatory face mask at all times and disposable gloves for all food handling)

1. **Reorganization of workspaces to allow physical distance.**
2. **Wash, rinse, and sanitize food-touching surfaces, such as dishes, utensils, food-preparation surfaces, and beverage equipment after use.**
3. **Washing of utensils: Preferably in the dishwasher.**
4. **Do not exchange utensils between kitchen staff without prior cleaning.**
5. **Use paper towels for surface cleaning.**
6. **Raw food: procedures should be implemented for the cleaning and disinfection of all food that will be consumed raw. Use disinfectants suitable for food use.**
7. **Cooked foods: Apply conditions that guarantee pasteurization.**
8. **Follow the 4 key steps to food safety: clean, separate, cook and chill**
9. **Separate workstations (when possible) so personnel are not face to face when working. Stagger workers at counters, tables, and kitchens for food preparation.**
10. **Use masks and hairnets during food preparation.**
11. **Restrict access from kitchen and storage areas to kitchen and service personnel only.**
12. **Maintain smaller inventories than normal in case of possible contamination and the need to destroy stored items.**

Cleaning and Disinfection: Measures For Reception Of Merchandise

1. **Reception of the merchandise must be done as quickly as possible and maintaining the recommended social distance.**
2. **Designate a specific area for the reception of merchandise and avoid the circulation of suppliers within the restaurant area.**
3. **Everything must be disinfected according to the specifications of each product.**
4. **Bottled products: fumigate with chlorinated solution for disinfection. Let the product set for at least 5 minutes and remove with a disposable cloth or paper towel.**
5. **Vegetables: Disinfect all vegetables by triple washing and store dry in the cold room or refrigerator.**
6. **Fresh proteins (vacuum packed): make sure none of the covers are torn, disinfect and rinse with a single use cloth or paper towel, store as quickly as possible at 5°C or less**
7. **Fresh produce (not vacuum packed): discard original packaging and store in a safe container**
8. **Frozen products in general: remove the original box as soon as possible, store at -18°C immediately**

Methods for take-out and delivery

1. **Make sure the wrappers and containers used to transport food prevent contamination of food.**
2. **Regularly clean and sanitize coolers and insulated bags used to deliver meals.**
3. **Implement a security seal on the packaging of the food to be carried and reinforce the packaging of the food to be transported to guarantee the consumer can verify that upon receipt it has not been opened during the journey.**
4. **Require that the home service or delivery companies comply with all the hygiene and safety measures required of each establishment for the transport of food**
5. **When delivering food to customers, whether at a window, door, or in another area outside the restaurant, avoid close contact with other people.**
6. **Encourage electronic payment with credit or debit cards so as to reduce contact with cash.**

Methods for payment

1. **Install a glass / plastic / plexiglass shield around certain areas of checkouts, if possible, to create a barrier between customers and tellers.**
2. **Encourage the use of digital point of sale (POS) systems where possible to reduce cash transactions. Notify customers of your preference for cashless payments before entering so they can plan accordingly. Disinfect the point of sale machine after each use.**
3. **Identify physical distancing with distance markers on the floors or the use of supports to guide clients and the distance they must maintain from each other.**

4. **Encourage physical distancing of cash registers by spacing the stations 2 meters or about 6 feet apart, when possible, when there are multiple cash register stations.**
5. **Sanitize or wash hands after interaction with customers' credit cards, card machines, and cash. Disinfect or wash hands after accepting tips.**
6. **Look for alternative measures to present the account to the client. If you use folders, they must be disinfected just like the pens.**
7. **Clean stations (phones, registers, tables) regularly throughout the day and after the end of each shift.**

Bar Subsector

Area of implementation: The present measures are mandatory for Bars in order to safeguard the health of guests, employees, visitors, and staff/associates.

1. **Only bars that have tables in open areas with natural ventilation may open. They will not be able to use closed spaces.**
2. **Disinfection of the Establishment: All establishments must comply with the rules of disinfection on all surfaces of the establishment -bars, tables, chairs, stools and all furniture- before opening their doors to the public and after the conclusion of the work day.**
 - a) **Display signs in the service area to inform clients that tables are cleaned and disinfected before they sit down.**
 - b) **Develop a schedule for more routine cleaning and disinfection.**
3. **Protocol for Personnel: All work personnel must take the COVID-19 test before the re-opening of the establishment. Every 15 days, employees must take a rapid test as a follow-up.**

All work personnel must wear masks and gloves, as well as integrate disinfection of elbows, forearms, and hands into their work routine, keep two meters or about six feet away from their co-workers, as well as from clients.

Observation, this point can be reinforced with the following measures:

The focus of the new measures is the prevention of person-person contagion and, additionally, contamination of food must be avoided to prevent the transmission of diseases.

People who handle food must ensure safety, sanitation and hygiene, taking into account the best international practices in their handling and follow the instructions from this protocol:

1. **Keep a distance of more than 2 meters or about 6 feet from each other at their work stations.**
2. **Notify employees that they must keep all their personal belongings in a contained bag that can be tied or sealed to be kept in their lockers.**
3. **Perform conscious, regular and adequate handwashing, after having been in contact with possible sources of contamination.**
4. **Train employees in proper cleaning, sanitizing, hand hygiene, and respiratory etiquette procedures.**
5. **Employees showing symptoms of illness should stay home.**
6. **Those employees who have been exposed to COVID-positive people must quarantine for 14 days on a mandatory basis.**
7. **Install markers, such as tape on floors or sidewalks and signage to ensure people stay at least 2 meters or about 6 feet apart. Consider providing signage where queues form in the kitchen and bar area.**
8. **Use of disposable gloves:**
 - a) **Change frequently and wash hands between changes.**
 - b) **The necessary tasks must be developed in a way that avoids cross contamination. Thus, it is recommended to serve ready-to-eat foods.**
9. **Disinfect folders, pens and verifone before and after each contact with customers.**
10. **Sanitize trays after each dish removal and before each food delivery.**

Merchandise Reception Measures include the following measures:

1. **The reception of the merchandise must be carried out as quickly as possible and maintaining the recommended social distance.**
2. **Take the temperature of each delivery person. Those with elevated temperatures must be reported and be denied entry.**
3. **Require the use of face masks by delivery personnel.**
4. **Designate a specific area for the reception of merchandise and avoid the circulation of suppliers within the bar area.**
5. **Bottled products: fumigate with chlorinated solution for disinfection. Let the product set for at least 5 minutes and remove with a disposable cloth or paper towel.**

6. **Fresh produce (not vacuum packed): discard original packaging and store in a secure container.**
7. **Frozen products in general: remove the original box as soon as possible and store at -18°C immediately.**
8. **Disinfect receiving areas after each receipt and delivery.**

Periodic General Disinfection:

1. **Every 17 days, all establishments must carry out a day of interior and exterior disinfection. This is done to maintain an environment free of bacteria and viruses, creating a safer and properly disinfected area for guests and visitors.**
2. **Sterilize and wash all dishes, glasses, forks in hot water at 80° Celsius, or approximately 176° Fahrenheit.**
3. **Staff must wear a face mask at all times.**
4. **Clean and sterilize chairs and tables.**
5. **Replace all silverware and glasses on the table, regardless of whether they appear to have been used or not.**
6. **Clean surfaces during opening hours and perform a complete disinfection of the bar after closing of operations.**
7. **Clean and sterilize the bars every 30 minutes.**
8. **Sanitize all soda taps, bar equipment and nozzles daily.**
9. **Clean all bars, reusable serving equipment, and kitchen equipment according to standards.**
10. **All crystal, glassware, cups, mixers, measuring devices, plates, cutlery, must be properly disinfected before and after each use.**

Operational Capacity and seating redistribution

1. **Establishments must guarantee the distance recommended by WHO, at least one and a half meters away, or approximately 5 feet.**
2. **For this, signs must be implemented in all areas of the establishment, indicating the distance of two meters or about six feet to maintain avoiding contact.**
3. **All chairs and tables will be placed 2 meters or about 6 feet apart, offering service only to guests at tables and bar area and terrace. In cases where the furniture is not moveable, it must be ensured that guests and groups of guests are seated 2 meters or about 6 feet away**

from other groups.

4. **Close common spaces, and only leave the designated tables enabled for groups.**
5. **Do not permit patrons to congregate at the bar.**
6. **Wipe the chairs and bar with a clean towel with an alcohol-based cleaner (70% alcohol or more) at regular intervals and when the client needs it. Dispose of the used towel in a hands-free trash receptacle with a lid.**
7. **Remove all condiments and self-service or shared items such as napkins, toothpicks, straws, matches and ashtrays and provide upon request and finally disinfect or dispose after each use as applicable.**
8. **Group limitation: Groups larger than 10 people are not allowed.**
9. **Prohibition of spaces: Customers are not allowed to crowd at the bar or frequently trafficked spaces. They must remain at their tables.**
10. **Limited Attention: Only seated people will be served.**

Preparation of the premises

1. **Disinfectant Dispensers: Antibacterial or disinfectant gel dispensers are placed in places that are easily accessible to customers.**
2. **Ventilation: Ensure the proper functioning of the ventilation systems and increase the circulation of external air as much as possible (opening windows and prioritizing the tables outside).**
3. **Menu: The use of digital menus is recommended to avoid physical contact and contamination.**

If using physical menus, they must be laminated and disinfected with 70% alcohol before and after each use.

Entrance for guests and visitors

1. **Security personnel of the establishment must be provided with thermometers to measure the temperature of the customers before they enter the establishment. People who have a temperature of or above 38 degrees Celsius, or 100.4 Fahrenheit, will not be allowed entry.**
2. **Provide disinfectant to customers at the entrance of the establishment.**
3. **In order to enter, people must be required to wear face masks, only removing them after being sat at their assigned table, and never before this moment.**
4. **To get up from tables and move to another area of the restaurant or leave the restaurant, the masks will need to be put on again.**
5. **Place markers on the floor to delineate physical distancing space in waiting areas, such as reception, as well as restrooms and bar.**

6. **Install disinfectant dispensers at the entrance of the restrooms.**

Drinks service

1. **Designate areas behind the bar exclusively for the preparation of drinks. If possible, install glass / plastic to cover the bar where drinks are being prepared and create a barrier between customers and bartenders.**
2. **Waitstaff must disinfect or wash their hands between each interaction with customers, either before and after taking orders, or before or after each delivery or pick-up of services.**
3. **The use of beverage menus by digital means or the use of menus on banners visible to customers from the bar is recommended. If using printed beverage menus, they must be laminated and disinfected before and after each use.**

Social and cultural activities

1. **Avoid social, cultural and musical activities that involve the concentration and agglomeration of people and limit to those activities where a safe physical distance between people of 2 meters or about 6 feet can be enforced.**
2. **Social activities should be organized in outdoor areas or roofed areas with sufficient ventilation.**
3. **Disinfect microphones and any devices that involve physical contact before and after each activity.**
4. **Do not carry out contests or activities within the bar space that break the rules of physical distance, and avoid agglomerations and groups of people**

Payment methods

1. **Install a glass / plastic / Plexiglass protector around certain areas of the teller stations, if possible, to create a barrier between patrons and tellers.**
2. **Encourage the use of digital point of sale (POS) systems known as verifone, where possible to reduce cash transactions. Notify customers of cashless payment preference before entering so they can plan accordingly. Disinfect the POS machine after each use.**
3. **Try to implement other ways to show the account to the client that are not folders. However, if the option is the folder, they must be disinfected, as well as the pens with which the clients sign.**
4. **Enforce physical distancing with distance markers on the floors or the use of props to guide customers who wish to pay at the till.**

5. **Employees should sanitize or wash their hands after interacting with customer credit cards, card machines, and cash. They should also sanitize or wash their hands after accepting tips.**
6. **Clean stations (phones, registers, tables) regularly throughout the day and after the end of each shift.**

Restrooms

1. **Place hand sanitizing stations at the entrance of restrooms.**
2. **Place markers or indicators on the floor prior to entering the restrooms to guide clients where to line up and as reminders to keep their distance.**
3. **Use trash receptacles with lids and foot pedal for hands-free use to avoid contact with hands.**
4. **Remove reusable hand towels and do not allow the use of hand air dryers. Only use disposable hand towels.**
5. **Eliminate the practice of providing shared hygiene or sanitary products, hair dryer, comb, brush, mints, hair spray, lotion, cologne, mouthwash etc.**
6. **Disinfect restrooms regularly (at least every two hours).**
7. **Turn off drinking water sources, shut off the water, and post out of order signage.**

Personnel hygiene

1. **The use of face masks is mandatory for all personnel and the use of gloves is optional depending on the functions to be carried out. (The employer must provide the employee with a new mask and gloves, if applicable, at the beginning of each shift.)**
2. **The employer will assign a staff who will take the temperature control of the employees upon arrival; Employees with fever or symptoms of COVID-19 cannot enter work and must go to the corresponding health center and follow the protocols of the Ministry of Public Health for diagnosis, quarantine, treatment and later on, re-entry to work.**
3. **The employee must inform the company if they have been in contact with someone infected with COVID-19.**
4. **All staff should wash their hands for at least 20 seconds, after using the restroom, before eating, and after rubbing their nose, coughing, sneezing or coming into contact with trays, dishes, glasses, glasses, utensils after and before each service.**
5. **Staff may not group together to talk, they must always keep at least 2 meters or about 6 feet apart.**

- 6. Personnel should avoid touching their face, eyes, mouth and nose.**
- 7. Do not use a mobile phone and in the case of using it, you should proceed to a new hand hygiene and phone sanitizing.**
- 8. The employer must limit the number of employees simultaneously in the break rooms, respecting the distance of 2 meters or about 6 feet between people. (They must place a sanitizing gel or 70% alcohol dispenser and clean these areas frequently).**