



**Safety and hygiene program for
groups and events.**

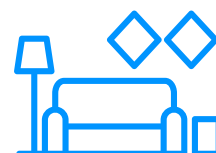
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Cleaning and disinfection plan for groups and events

As part of Travel with Confidence, our new and improved hygiene and sanitation program we have developed, will allow our guests to travel and stay with us safely. Following Mexican Government guidelines, we have developed a best-in-class cleaning and disinfecting plan, as well as a series of recommendations for groups, conventions, meetings, weddings and other social events taking place at our hotels.

For the time being, basic measures for events and banquets will be the following.



1. Public areas

Following official guidelines, we have developed this plan under strict disinfecting protocols so you can enjoy our public areas and celebrate all sorts of events with total confidence and peace of mind. To upgrade our safety levels, we have partnered with 3M and determined the use of bactericides, virucides, and fungicides –all of them approved by the US Environmental Protection Agency– in several areas of the hotel.



Main actions:



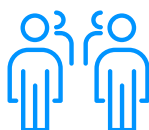
Closing non-essential areas: Non-essential public spaces, such as bars and children’s playgrounds, will remain closed until further notice. We will wait for instructions from the authorities and health organizations to decide and inform guests on when these areas will reopen and what the access protocols will be.



Access and capacity: Our staff will keep guests informed about access protocols for different public areas in order to uphold capacity at its recommended limit, as well as necessary social distancing.



Sanitizing gel stations: Guests will be informed about available sanitizing gel at all times through signage.



Maximum capacity: Our stores, event spaces, restaurants, and elevators will function under social distancing measures and the maximum capacity determined by the authorities.

Actions:

- At arrival, all guests will have their temperature taken.
- Sanitizing mats will be placed on all hotel entrances.
- Use of face masks will be strongly recommended in all public areas like lobby, foyer, restaurants, bars, pools, etc.
- Participants will be informed about the risk of physical contact.
- Participants will be required to keep social distancing 6 ft between every person.
- Participants will be required to follow signage in all hotel public areas.
- Participants will be required if they cough or sneeze, to please cover their mouth with a tissue or cough/sneeze into their inner part of their elbow.
- Participants will be required to wash their hands frequently (for 20 seconds) and apply sanitizing gel where available.
- Hotel will establish a maximum of 4 people at a time in the elevators. Social distancing signage showing correct way to use elevator will be placed inside them.

2. Cleaning of public areas before, during, and after events



We want you to enjoy your events at our hotels, so our program includes a cleaning and disinfecting plan using 3M products that will commence at least 24 hours before the event and it will be repeated once the event is over. However, in public areas such as foyers, bathrooms, hallways, and the lobby, the process will be implemented more frequently throughout the day.

Bathrooms:

- Access to bathrooms will be limited to avoid crowds. Social distancing must be respected while waiting in line.
- Guests will find sanitizing gel and towels in bathrooms.
- Bathroom facilities will be disinfected every 30 minutes –or more frequently, if needed– with authorized 3M products.
- We will provide disposable towels for hand drying.

Foyer:

- Guests will find sanitizing gel and towels near doorways, elevators, and public phones.
- All paper materials (flyers, pamphlets, etc.) will be removed.



3. Cleaning plan for events and banquets



We have considered a series of strategies to guarantee that all events take place under strict safety and hygiene measures. These strategies involve our staff, employees, and suppliers who are in charge of your event.

Our staff's commitment

For your safety and security, all members of our staff will wear a face mask, a face shield, and gloves at all times. They will undergo constant training so they can assist you and answer all your questions.

Actions:

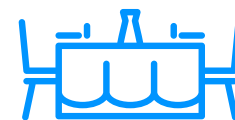
- For your safety and security we suggest to have a database of your guests that includes their general medical information, as well as flight and local transportation information. You must register the event through your preferred digital platform.
- Delivery of souvenirs, promotional giveaways and printouts will be subject to hotel's safety protocols and the planner will be required to inform our conference services team in advance.
- Social distancing must be maintained in all large meeting rooms and event spaces, and the use of face masks will be mandatory.
- In smaller spaces, the use of face shields will be mandatory.
- Use of gloves will be mandatory when handling items such as microphones, remote controls, computers, projectors, etc.
- All audiovisual equipment will be disinfected before and after use.
- Microphones will be placed for each person in case of panel discussion.
- During Q&A sessions, the microphone will be handled only by a staff member or a person designated by the organizer.
- We will place a protective cover on microphones to minimize contact.



- We will designate special areas for supplier deliveries, as well as a disinfection area for delivered materials.
- Warehouses and storage areas will be sprayed daily to guarantee all equipment is disinfected before being used for an event.
- We suggest maintain event spaces at a temperature between 23 and 26°C. (73.4 and 78.8 Fahrenheit).
- There will be a 8 ft distance between speakers and audience.
- In order to avoid contact with attendees, one of our staff members will control the access with barcode readers or other digital devices; attendees must practice social distancing and show their passes to access event spaces.
- Our air conditioning system works with negative ions, which reduce loose particles in the air that may cause respiratory illnesses. They also help neutralize odors, refresh the atmosphere, and reduce air pollution.



4. Cleaning and disinfection for every type of setting

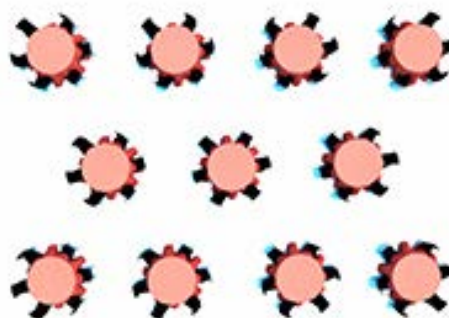
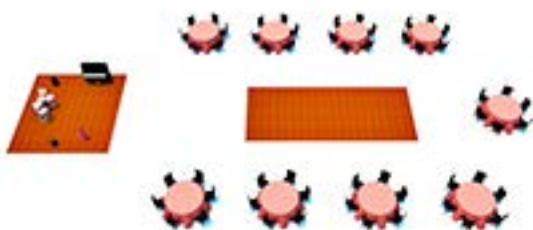


We will follow all necessary measures according to each type of setting, considering the number of attendees and assigned space*.

Actions:



- **Auditorium:** We will consider one guest for every 21 sq ft, depending on the size of the meeting room or event space.
- **Imperial:** We will maintain a distance of 6 ft between each guest.

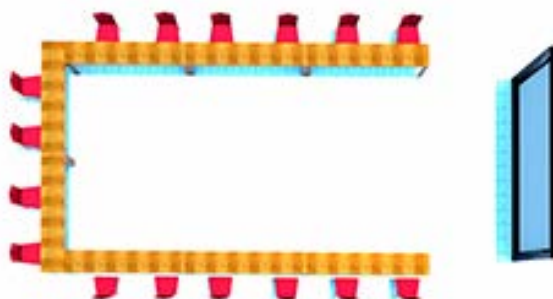


- **Banquet:** No more than six guests per round table; we will maintain a distance of at least 6 ft between tables. We will consider at least 6.5 ft between dance floor and/or live band stage and tables.

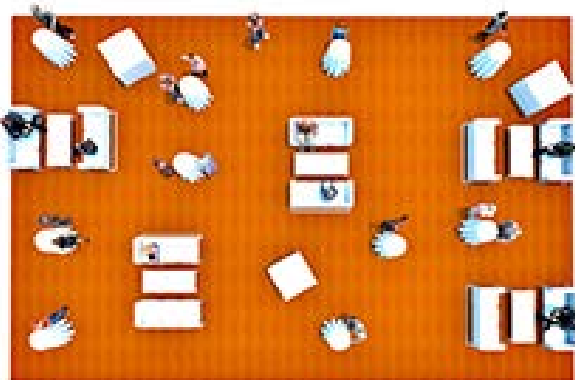
*We suggest removing extra tables and chairs to guarantee social distancing.



- **Crescent Rounds:** Four guests per round table. We will maintain a distance of at least 6 ft between tables.



- **U-Shape:** We will maintain a distance of 6 ft between each guest.



- **Cocktail:** We will consider one guest for every 23.6 sq ft; in case there are cocktail tables or lounge furniture, we will consider one guest for every 16.1 sq ft. We will maintain a distance of at least 6 ft between tables.



- **Classroom:** We will maintain a distance of 6 ft between each guest; this applies for panelists as well.



5. Food and beverage

We want you to continue relishing the best food, which is why every item will be handled under Distintivo H, which guarantees that we operate under the guidelines dictated by the Secretary of Tourism and the Secretary of Health as hygiene standards according to the Mexican rule NMX-F605 NORMEX 2015.

In addition, our staff will maintain social distancing and wear face masks, gloves, and hair nets at all times. Our kitchens, equipment, and prep areas will be frequently disinfected.

Actions:

Tableware:

- Our table linens will be disinfected at a temperature of 60 °C (140 Fahrenheit).
- All tableware –dishes, glasses, napkins– will be disinfected at temperatures above 80 °C (176 Fahrenheit).
- Our staff will use gloves at all times when placing and handling tableware.
- Shared condiments –salt, pepper, etc.– will be removed. We will provide individual condiments.

Canapés:

- All canapés will be presented and served individually.
- Canapés will be exclusively handled in stations and all pieces will be separated among them in order to ensure minimal interaction among guests' hands.
- Our staff will assist guests at canapé stations.

Plated dishes:

- Dishes will leave the kitchen covered and will remain that way until they are delivered to the guest.
- Our staff must wear protective equipment at all times.



Coffee breaks:

- Each coffee station will serve 25 guests in order to ensure social distancing between attendees. Stations will be installed in open areas or foyers.
- Snack and food stations will be installed separately, and food will be served in lunch boxes or disposable portions.
- Our staff members will assist guests during coffee service and will be wearing protective equipment.
- All drinks will be served in individual portions. Cans, bottles and crystal glasses will be removed.
- All coffee supplies will be disposable and placed in plastic bags for special handling.

- All non-disposable items will be disinfected before, during, and after being used.
- Snacks, such as cookies, pastries, and crudité's, will be served in individual portions.

Buffet:

- Buffet will operate with separate stations in order to allow social distancing.
- Our staff will assist guests with all food services.
- All food items will be presented individually.
- We will remove ladles and serving spoons for guest use.





6. Weddings and social events

In accordance with the color system established by the federal government, once it has turned to yellow, restrictions for weddings and social events in open and closed spaces will be modified. We will follow these safety and social distancing measures.

Actions:

- All social events will be planned in a way that ensures that social distancing is maintained and maximum capacity is not surpassed throughout the reception, food and beverage service, and the end of the event.
- We recommend you to inform your guests about the measures that will be carried out on the day of the event, as well as the new etiquette: avoid wearing ties, bow ties, scarfs, long or acrylic nails, jewelry and accessories that may carry any sort of virus.
- Venue layout consider several separate areas depending on the event, such as dance floor, bar, etc.
- We will ensure that room capacity does not exceed 50% and social distancing is maintained.
- Guests must wear face masks.
- If the event takes place in a smaller venue, we suggest guests wear face shields.
- Only a centerpiece will be placed, alongside sanitizing gel.
- All tableware –dishes, glasses, napkins– will be disinfected at temperatures above 80 °C (176 Fahrenheit) and will be placed at the time of serving.



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