



# POST COVID-19 HYGIENE PROTOCOLS



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## GENERAL MEASURES



### HAND SANITIZER

We place touchless hand sanitizer dispensers at different contact points within the property, such as the main lobby, staff and suppliers entrance, pool area, restaurants and bars, Kids' and Teens' Clubs, Spas, gyms, and Convention Centers.



### BODY TEMPERATURE

To all the members of our staff, we take their temperature when boarding the staff bus, as well as upon their arrival at the hotel.



### PHYSICAL DISTANCING

We notify our guests and staff of the physical distancing measures; the first and most important recommendation is to keep at least 6 ft. (2 m) away with another group of people. We minimize contact with guests.



### SANITIZING MATS

We place sanitizing mats in the following areas: Lobby entrance, pick-up and drop-off areas for guests in the property, Kids' Clubs, Teens' Clubs, Spas, and restaurants.

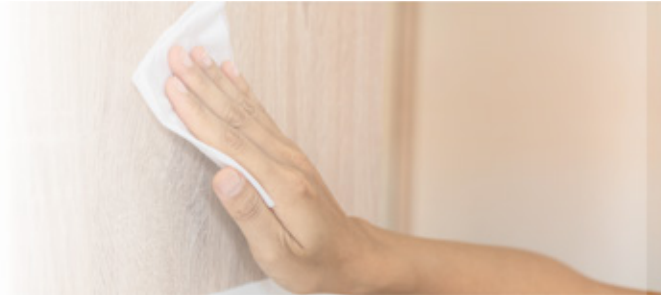


### HANDWASHING

One of the mandatory measures for all staff members is to wash their hands every hour (for a period of 20 seconds). Also, in some specific areas, this handwashing measure is done every time they have contact with a group of people.



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## PERSONAL PROTECTION EQUIPMENT

Our staff members wear face masks and transparent masks in areas of direct and indirect contact with guests.



## CLEANING PRODUCTS

We continue to comply with the cleaning and hygiene protocols set by Cristal certification guide. In addition, we use chemicals against COVID-19, authorized by the EPA (the United States Environmental Protection Agency).



## SANITIZING BOOTH

All our staff members, before and after their working day, pass through a booth with a high-efficiency steam system and an infrared sensor, very effective in sanitizing people and objects.



## PROTECTION KIT FOR GUESTS

Guests are provided with a personal protection kit available upon request (gloves, hand sanitizer, wet wipes, and a face mask).



## DAILY REVIEW

We log all our hygienic measures, as well as the proper functioning of cleaning and contact points.



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## TRANSPORTATION AND SECURITY

- All vehicles on our properties are sanitized with steam after each use. The trip is made without a co-pilot and with a maximum of 5 passengers, including our driver.
- As for our “Lost & Found” area, all items are sanitized before registration and storage.
- In staff transportation, we have installed sanitizing equipment based on hydrogen peroxide to guarantee a healthy environment.



## CHECK-IN

- All the staff members use personal protective equipment (PPE) recommended by The World Health Organization (WHO).
- We take our guests’ body temperature upon their arrival at the property; we also ask them to use the sanitizing mat, invite them to wash their hands, and offer them hand sanitizer. Their luggage is sanitized as well.
- Guests are asked to wear a face mask during the mass registration process (while waiting for their registration turn or at a specific assigned location).
- We sanitize the lobby chairs after each check-in, as well as tablets, check holders, registration folders, scanners, and pens.
- For the check-in, we request a photocopy of the passport for identity validation; a photocopy of the immigration form; the credit card of the owner of the suite or one of his/her companions with legal age; and the physical signature on the registration card of all the people who will stay in the suite (we recommend the use of credit cards or online payments and bank transfers to avoid cash manipulation).
- The suite’s electronic key is delivered directly to the guest; it is previously sanitized and placed in its cardholder.



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- We also share with guests our post-COVID-19 safety and hygiene protocols, which are:
  - ▶ Seal on the suite's door
  - ▶ Elevator use
  - ▶ Maximum capacity for restaurant reservations
  - ▶ Physical distancing
  - ▶ Hygiene protocol to enter the consumption centers
  - ▶ Suite sanitization process
- Each suite has special protective amenities, such as hand sanitizer and sanitizing wipes.
- If the participants leave the property for any activity, on their return, they must comply with the hygiene arrival protocol, and in case of bringing packages, shopping bags, or golf equipment, the luggage sanitization protocol will be applied.
- The luggage carts are constantly sanitized during each shift and after each service.

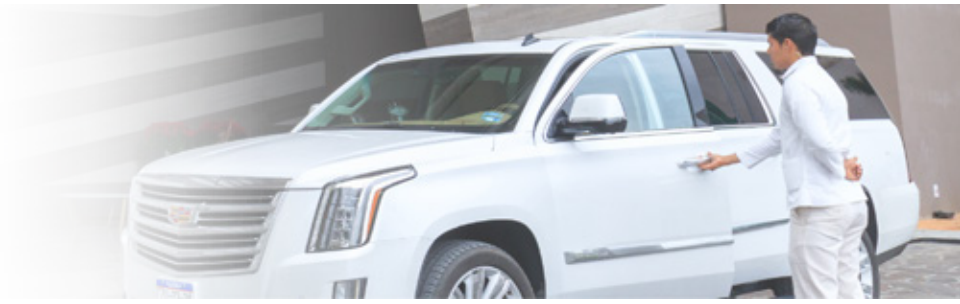


## REGISTRATION FOR EXTERNAL GUESTS

- Bell Boys staff members will welcome external guests. The Security staff will be checking, as a first filter, that the external guests are confirmed in the list provided by the bride and groom.
- External guests will go through the same hygiene protocols as a hotel guest on their arrival. In addition, they must bring a face mask to enter the property.
- Afterwards, the Bell Boys team will escort guests to the lobby reception for their registration and a second verification filter.
- The corresponding payment protocol will be carried out to a guest credit card; this process may be omitted if it has been previously covered by the bride and groom. The hygiene and sanitization protocols mentioned above will be shared as well.
- A Bell Boy will escort guests to the event area according to the corresponding schedule.



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- In different points inside the hotel, as well as within the event, guests will find disposable tissues, hand sanitizer, and sanitizing mats. It is recommended that these items are used constantly during the event, before and after meals, always keeping in mind the social distancing (6 ft./2 m).
- Those guests who do not meet the above specifications and/or have a body temperature higher than 37.5 °C / 99.5 °F will not be able to access the hotel facilities.



## VALET PARKING

- As a first option, guests are invited to personally park their vehicle in the nearest space to where they are going, so close contact with our hotel staff is minimized.
- In cases where it is necessary to provide this service due to any physical impediment, it will be carried out taking care of the preventive measures and sanitization protocols.



## WEDDING AMENITIES (GIFT-GIVING)

- The gift-giving is allowed once the guest is at the hotel, according to the Bell Boys department sanitization protocols.
- It is recommended not to deliver gifts once the "100% sanitized suite" seal has been placed.
- It is recommended to avoid the delivery of any courtesy or amenity that requires close physical contact between participants.



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## VENUE SETUP

- Spaces are sanitized before starting operations and permanently.
- The area is divided into 3 zones: Critical, semi-critical, and low risk.
- Setups are made in our internal system considering the needs of the guests.
- Setups are previously reviewed and authorized by the Management, according to the state laws regarding physical distance.
- Requirements are individually tailored to evaluate the particular needs of each event.



## Cleaning and sanitization protocol

- All the equipment and amenities are sanitized before and after each use.
- All the linens are sanitized and replaced after each use.
- During the setup and disassembly, we apply the minimum distance of 6 ft. (2 m) in activities that allow it.
- In case is lunchtime for the staff members during the setup, they will sanitize the food packages, cutlery, glasses, and bottles used by them.



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## Physical distancing protocol

- All banquets are distributed with a minimum space of 2 meters between tables and chairs.
- The maximum capacity of each event will depend on the physical distancing, the hotel's occupancy percentage, and the current regulations which indicate maximum capacities of 50 people in closed areas. In open spaces, the logistics are strengthened by organizing diners in turns to take their food or with an assisted buffet service.
- Individual presentation of food and beverages.
- Requests for any type of cutlery, crockery or glassware are assisted by our staff.
- The cutlery is wrapped with a cloth napkin if necessary and/or required.
- If condiments are required, these are served in individual presentations (salt, pepper, etc.).



## GUEST CONSIDERATIONS

*In the events, the use of the face mask will be at the guest's discretion. For massive wedding events where there is a greater crowding of guests, small stations will be established at different points with disposable face masks, disposable sanitizing wipes, 70% alcohol-based hand sanitizer, sterile gloves, and special garbage cans for delicate waste.*

*We recommended not to provide items that can be manipulated by several people, such as decorative objects.*

*Individual water bottles are offered by the staff in charge of this station.*

*We create disposable menus for this type of event.*

*During cocktails, the food and beverages are served directly by our staff.*

*Our Wedding team will always bring an emergency bag with them at all times, which will contain two additional face masks, a 250 ml hand sanitizer, a pack of 15 disposable sanitizing wipes, Lysol spray, disposable gloves and/or plastic bags for saving objects.*



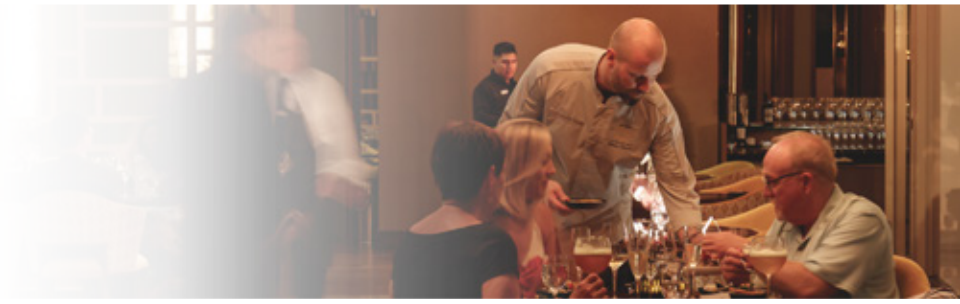
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## RESTAURANTS

- Tables and chairs inside the consumption centers maintain a distance of 6 ft. (2 m) between them.
- The capacity of the consumption centers only allows the presence of 50 diners simultaneously and no more than 6 people per table, according to the Ministry of Health's federal protocol.



## DINNERS AND GROUP EVENTS

- Buffets are assisted by our staff members.
- Transparent protective screens are placed on the hot stations. Cold stations and desserts are presented individually, in small portions, and are served by our staff.
- Show cooking will be promoted during the events.
- The Wedding Coordinator will be in charge of the control and supervision of the event designated areas, having constant communication with the internal departments involved (especially with Housekeeping to sanitize the areas at least 1 hour before the events are celebrated).



### SPECIAL CONSIDERATIONS

*In the event that a buyout is requested, the operation and setups will be adapted according to the needs of the guests.*

*Integration activities are allowed in areas such as gardens or the beach, always taking special care to comply with distance and hygiene regulations.*



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## GUEST AND STAFF HEALTH PROCEDURES

Our staff members will be prepared to report any suspected case of COVID-19. Both staff members and guests who present symptoms will be instructed to notify immediately to their line manager (in the case of our staff) or Guest Service and Security areas (in the case of our guests).



## REPORTING CASES

In case of notification alert of guests and/or staff members with COVID-19 in the property, our doctor will be informed of a medical evaluation. If the suspected case of "COVID-19" or symptoms are met, the patient will be transported to the hospital; the suite will be sanitized and we will follow-up the patient's situation. We will block the suite and follow the sanitizing process.



## SUITE RELEASE PROTOCOL

If there is a guest with COVID-19, the suite will be out of service for 72 hours, and will NOT be opened until the suspected case has been clarified or confirmed. In the confirmed situation, this suite won't be available until an authorized external company provides the sanitization service and allows its release for operation.



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## CONTRACTORS AND SUPPLIERS PROTOCOLS

- We share our regulations and protocols in advance with all providers so that they take the necessary precautions. Suppliers must comply with the general safety guidelines of the hotel.
- A commitment letter is requested stating that you have made the safety and hygiene protocols with your staff members and work tools, as well as ensuring that they have all the means and devices recommended by the Ministry of Health.
- Avoid any dynamics involving crowds in closed spaces and where the spacing protocols and the use of the face mask are not followed.
- Show providers should avoid activities that involve the launching of stationary, bazookas, or any element that dispatches objects as those could be agents of contagion.



## Personal appearance

- All contractors or suppliers must be properly uniformed to work, wearing a shirt with sleeves, long trousers (no shorts), closed footwear (no sandals), distinctive vests with their company logo, and the corresponding protection equipment depending on their labors.
- Suppliers must use a face mask at all times.
- If necessary, gloves should be used to manipulate the equipment.



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## Access to the property

- All contractors or suppliers must show an ID to be registered in the Security booth, which will be temporarily exchanged for a hotel-owned badge that must be worn at all times in a visible area.
- All the equipment, furniture, or materials that enter the hotel's facilities for the setup in ballrooms or open areas should pass through the sanitization protocols in the unloading area.
- The equipment that comes in boxes must come previously sanitized before its packaging; companies must place a seal that certifies this sanitization.
- Before entering the ballroom area, footwear must be sanitized on the sanitizing mats placed for this purpose.



## During the working time

- Setup and decoration areas must be segmented by setup teams.
- A person should be assigned as responsible to monitor the compliance of hygiene and safety recommendations.
- An area will be assigned to eat, either hotel catering or an external provider; this area is determined based on the social distancing protocols and maximum capacity.
- Setup and disassembly hours between external suppliers and the hotel staff must be at different times.
- The maintenance staff must have knowledge of the areas where the suppliers are working, since it must be perfectly marked and cordoned off (especially if it is a guest area).
- The supplier's work area must be in perfect order at all times. Debris, tools, or equipment are not allowed outside the work area (this means hallways or in full view of guests).



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- If the supplier's work area has to be left alone for a long time (more than 1 hour), the tools or equipment must be saved and removed from the guests' view or passage. If the equipment or tools are difficult to move, they can remain in the area as long as they are perfectly organized.
- The hotel will not be responsible for the loss of providers' tools and/or work material, as they must remain under observation and/or in safekeeping.
- If the work to be done is at heights, the supplier must have the necessary safety equipment (harness, ropes, helmets, etc.) and mark the lower part of the work area to avoid accidents due to falling objects.



## Health insurance

- The provider must show to Security and Maintenance the medical insurance discharge document of every staff member that shows up to work (all of them must be registered).
- It is important that any worker informs his manager about the health conditions that he/she suffers or presents; in case of suffering any event during his work period, we will be able to assist him or her properly.

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**IMPORTANT NOTICE:** These protocols may vary depending on the property. They are subject to change without prior notice according to the indications of national and international authorities.





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