

CLEANLINESS & PREVENTION COMMUNICATION

OVERVIEW

- Physical distancing
- Hand hygiene, including proper handwashing & hand sanitizer stations
- Mandatory screening for all guests and employees, which may include a temperature check
- Masks provided to all guests and worn by all employees
- Increased cleaning & disinfecting frequency, with continued use of EPA-registered disinfecting chemicals, proven effective in preventing the transmission of COVID-19
- COVID-19 awareness, education & training
- Formal cleaning & disinfecting audit program

#ALLSAFE



RESERVATION

- For more confidence in your booking, flexible rates are always available, allowing change or cancellation up to 24 hours in advance of arrival
- Visit all.accor.com for the most up-to-date information on Accor's global cancellation policies

PRE-STAY

- Via pre-arrival communications, we are asking guests to self-identify if they belong to a risk group for COVID-19; if yes, we ask that they postpone their travels until the risk period has passed, in order to help us ensure the wellbeing of all our guests and employees
- Each guest will receive communication from the hotel prior to arrival providing additional information on arrival process, online check-in, hotel services & amenities, fast checkout, and more
- Guests encouraged to use pre-arrival communications to reduce contact upon arrival

ARRIVAL

- Gloves and masks for bell persons
- Increased frequency of bell cart cleaning & disinfecting
- Hard-case guest luggage disinfected and/or disinfecting wipes made available to guests

PRE-ARRIVAL

- Gloved & masked welcome greeter offers hand sanitizer and mask upon arrival
- Welcome greeter manages queues to promote physical distancing
- Mandatory screening for all guests, which may include a temperature check
- Adjustments to front desk to promote physical distancing (i.e. plexiglass partitions, extra desks where needed, etc.)
- Shift to low- or no-touch payment where possible
- Guestroom keys disinfected
- Welcome letter communicating cleaning procedures, amenities available upon request, and protocols in public spaces

LOBBY & PUBLIC SPACES

- Hand sanitizer stations in key areas throughout hotel
- Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19, with special attention to high-touch points
- Cleaning time sheets displayed
- Removal of coffee & water station; bottled water available from front desk
- Lobby seating area rearranged to facilitate physical distancing
- Signage and markers communicating physical distancing protocols in public spaces

ELEVATORS

- Signage to indicate maximum occupancy to promote physical distancing
- Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
- Hand sanitizer available in elevator foyers

PUBLIC WASHROOMS

- Antibacterial soap year-round
- Hand sanitizer stations located outside washrooms
- High-touch disinfecting every hour with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
- Cleaning time sheets displayed

GUEST ROOMS

- Avoid assigning connecting rooms to parties not traveling together, whenever possible
- Dedicated floors and self-isolation procedures assigned to guests who display a higher temperature at the time of screening
- “Wellness kits” provided in each room (masks, gloves, hand sanitizer, disinfecting wipes, etc.)
- Tea / coffee maker provided upon request, and disinfected between each use
- Removal of: minibar items, pens & stationery, hotel collateral, print magazines, alarm clock, etc.; items available upon request, and disinfected between each use – new items provided where possible
- Guest requests carried out in a thoughtful manner with guests’ safety top of mind
- Proper hand washing procedure noted in guest bathroom, where applicable

CLEANLINESS & PREVENTION COMMUNICATION

Fairmont

HOUSEKEEPING

- 48 hour “resting period” between guest stays, followed by cleaning and disinfection
- Stayover housekeeping service every third day and wellness checks daily
- No housekeeping service while guest is in room
- Personal Protective Equipment worn by all room attendants and changed after each guestroom
- Enhanced focus on disinfection of all guest room touchpoints, plus continuation of extensive training and auditing
- Continued use of EPA-registered disinfecting chemicals, proven effective in preventing the transmission of COVID-19

RESTAURANTS

- Gloved & masked welcome greeter offers hand sanitizer and mask upon arrival
- Mandatory screening for all diners, which may include a temperature check
- Seat allocation to promote physical distancing
- Envelope / pouch to place masks in while dining
- Shift to disposable menus and/or disinfection between each use
- Change of items / disinfection of all touchpoints on table between diners
- Increased frequency of cleaning and disinfecting for both front and back of house with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
- Masks & gloves for all restaurant workers, front and back of house

IN ROOM DINING

- Contactless option for drop-off and pick-up at door
- Shift to disposable accompaniments, such as salt and pepper, etc.
- Removal of additional tray accessories when order is delivered (i.e. flower vase, etc.)
- Trays disinfected between each use
- Delivered by In-Room Dining attendant in mask and gloves

CONCIERGE

- Distance maintained during all interactions via signage and plexiglass partitions, where possible
- Use of digital confirmations and communication, where possible
- Packages will be disinfected or quarantined, depending on guest preference
- Communication with preferred partners to ensure consistency of cleaning and safety procedures

BUSINESS CENTER

- Hand sanitizer stations in key areas throughout hotel
- Set-up of computer and equipment to promote physical distancing
- Business amenities available upon request, ensuring disinfecting between each use
- Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19

FITNESS

- Hand sanitizer dispensers and disinfecting wipes available throughout facility
- Physical distancing maintained via signage and markers
- Reservation of gym time through Front Desk or Concierge, where available
- Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
- Cleaning time sheets displayed
- Signage and markers communicating physical distancing protocols in public spaces

SPA

- Revised menu of services; varies by property
- Gloved & masked welcome greeter offers hand sanitizer and mask upon arrival to spa
- Mandatory screening for all guests, which may include a temperature check
- Physical distancing maintained via signage, placement of furniture, locker assignments, revised occupancy limits, and scheduling of reservations
- Gloves and masks worn by all employees; gloves changed and hands washed before and after each treatment, at a minimum
- Lockers, vanities, showers, treatment rooms, etc. disinfected after each use
- No self-service food & beverage in spa or relaxation lounge
- Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
- Shift to low- or no-touch payment where possible
- Signage and markers communicating physical distancing protocols in public spaces

POOLS AND RECREATION

- Gloves and masks worn by attendants providing towels
- Physical distancing maintained via signage, placement of chairs and umbrellas, and revised occupancy limits
- Lounge chairs, sun umbrellas and lifeguard stands disinfected after each use
- Hand sanitizer stations in key areas throughout hotel
- Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19, including public areas, restrooms and towel desk
- Signage and markers communicating physical distancing protocols in public spaces

MEETINGS AND EVENTS

- Gloved & masked welcome greeter offers hand sanitizer and mask upon arrival and manages check-in queues to promote physical distancing
- Mandatory screening for all attendees, which may include a temperature check
- Event set-ups to facilitate physical distancing; use of outdoor space whenever possible
- Hand sanitizer stations in key areas throughout event spaces
- All food and beverage offerings served in individual servings; no buffets
- Gloves & masks for all employees servicing event
- Disinfection of all touchpoints (tables, chairs, linens, etc.) between events with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19

CHECK OUT

- Contactless checkout via email, text message, telephone or television
- Keys may be left in room or in checkout box in the lobby, to be disinfected
- Promote email invoice

DEPARTURE

- Gloves and masks for bell persons
- Increased frequency of bell cart cleaning & disinfecting
- Temporary suspension of house car service

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MEETING SPACES



We have adjusted meeting space capacities to maintain proper social distance.

CAPACITY CHART															
MEETING SPACE	METERS				FEET										
	MT2	Length	Width	Height	FT2	Length	Width	Height	10 PAX Round Banquet	Theatre	School	U Shape	Conference	Russian Style	Reception
RIVIERA ROOM	1041	43.05	24.21	5.5	11215	141.24	79.42	18.04	384	340	160	50	46	62	400
RIVIERA I	300	12.42	24.21	5.5	3235	40.74	79.42	18	108	80	60	25	24	28	112
RIVIERA I & II	603	24.92	24.21	5.5	6492	81.75	79.42	18	252	150	90	31	24	38	224
RIVIERA II	302	12.5	24.21	5.5	3257	41.01	79.42	18	108	80	60	25	24	28	112
RIVIERA II & III	741	30.63	24.21	5.5	7980	100.49	79.42	18	276	190	126	35	30	46	280
RIVIERA III	436	18.13	24.21	5.5	4723	59.48	79.42	18	156	120	72	28	22	34	168
RIVIERA "A"	452	18.67	24.21	5.5	4864	61.25	79.42	18	180	160	72	26	22	34	168
RIVIERA "B"	589	24.38	24.21	5.5	6351	79.98	79.42	18	204	200	90	31	24	40	224
RIVIERA - FOYER	267	48.56	5.5	5.5	2867	159.31	18	18	54	NA	NA	NA	NA	NA	100
MIMOSA ROOM	464	23.20	19.00	5.50	5,000	81	62	18	168	120	96	27	22	34	180
MIMOSA I	232	11.60	19.00	5.50	2,497	39	62	18	84	63	48	18	16	22	88
MIMOSA II	232	11.60	19.00	5.50	2,497	39	62	18	84	63	48	18	16	22	88
MIMOSA - FOYER	127	23.16	5.50	5.50	1,368	76	18	18	30	NA	NA	NA	NA	NA	60
ACACIA	60	10.65	5.50	3.40	630	35	18	11	12	14	8	9	8	10	8
FLAMBOYAN	80	10.65	7.60	3.40	875	35	25	11	24	23	18	10	8	10	16
PALMA	86	9.90	8.70	3.70	925	32	29	12	24	28	16	10	8	12	20
CORDIA	86	9.90	8.70	3.70	925	32	29	12	24	28	16	10	8	12	20
CEIBA	90	12.20	7.30	7.40	960	40	24	24	30	25	15	12	10	14	24
COPAL	90	12.20	7.30	7.40	960	40	24	24	30	25	15	12	10	14	24
AMATE	58	9.50	6.05	6.80	620	31	20	22	12	16	8	8	8	10	8
LAWN TERRACE									78	NA	NA	NA	NA	NA	100
LAWN ISLAND									408	NA	NA	NA	NA	NA	360
BEACH									390	NA	NA	NA	NA	NA	320

TRANSPORTATION



The hotel has a third party company (MARITUR) that provides service to/from the airport and below you will find the passenger protocols.

- Temperature measurement before boarding the unit
- Luggage Sanitization
- Private Tours will be operated with adjustments in total capacity.
 - SUV / maximum capacity of 04 passengers
 - VAN / maximum capacity of 06 passengers
 - SPRINTER / maximum capacity of 09 passengers

It will be requested to leave an empty place between each passenger to respect the "healthy distance" A la carte food is contracted on the CHICHEN ITZA and EK BALAM tour. On tours that do not include food, that they bring a box lunch from the hotel to avoid visit restaurants in the area. All services have antibacterial spray, disposable towels, mouth covers as amenities. Operators will wear mouth covers and masks. The guides will wear a mask and mouthpiece during the tour, and when they give the information, only the mask. Before boarding, the soles of each passenger's shoes will be sanitized through a disinfecting spray. We will provide mouth covers to passengers for the duration of the trip.





High standards of hygiene and cleanliness are already delivered across all our brands, all over the world. However the COVID-19 pandemic demands that we elevate those standards even further; therefore, we have launched the ALLSAFE label, which represents some of the most stringent cleaning standards & operational procedures in the hospitality industry.

Accor's global cleanliness & prevention standards have been developed with and vetted by Bureau Veritas, a world leader in testing, inspections and certification. The ALLSAFE label communicates to guests when these standards have been met in our hotels. All Accor hotels must apply the global and regional standards and be audited either by the Group's operational experts or third-party auditors to achieve the new ALLSAFE label.



To further strengthen our hotels' commitment to the care of all who visit, Accor has announced a groundbreaking strategic partnership with AXA, a global leader in insurance, offering medical support to guests across the 5,000 Accor hotels worldwide. Guests will benefit from AXA's most recent advances in telemedicine through free access to medical teleconsultations, as well as access to AXA's extensive medical networks, with tens of thousands of licensed healthcare professionals. Rollout is expected as soon as July 2020.

How are you ensuring that the hotels safely reopen?

We have a long-standing tradition of setting new benchmarks for service excellence in our industry and today is no different. In response to the COVID-19 pandemic, we have partnered with top experts to implement new standards of safety and enhanced operational protocols and procedures which are among the most stringent in the hospitality industry.

At each touchpoint along the guest journey, extensive measures are being taken to protect our guests and employees, including physical distancing; mandatory screening for all guests and employees, which may include a temperature check; masks provided to guests and worn by all employees; a 48-hour “settling period” for occupied rooms post-departure; increased frequency of cleaning & disinfecting, with a focus on high-touch points; and continued use of EPA registered disinfecting chemicals, proven effective in preventing the transmission of COVID-19. Hands-on training for all employees, a dedicated on-property rollout committee and a formal audit program, validated under the new global ALLSAFE Cleanliness label, ensure initial and continued compliance.

Our new operational standards have been developed and vetted by a team of expert advisors to ensure maximum efficacy in preventing the spread of all viruses and pathogens, including COVID-19, with oversight by Bureau Veritas, a world leader in testing, inspections and certification; Dr. Amesh Adalja, Senior Scholar at the Johns Hopkins University Center for Health Security & fellow with the Infectious Diseases Society of America; and Ruth Petran, Ph.D., CFS, Senior Corporate Scientist, Food Safety and Public Health, for Ecolab, global leaders in cleaning and hygiene, and trusted advisors to the CDC.

What safety precautions are you taking in the public spaces?

Examples – mandatory screening for all guests and employees upon arrival, which may include a temperature check; mandatory masks for all employees; hand sanitizer stations in key areas throughout hotel; seating areas rearranged, queues managed, and maximum occupancies updated to facilitate physical distancing; signage and markers communicating health & safety protocols in public spaces; increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19, with special attention to high-touch points; cleaning time sheets displayed

What adjustments are being made to the guest room?

Examples – “wellness kits” provided in each room (masks, gloves, hand sanitizer, disinfecting wipes, etc.); removal of: tea / coffee maker, minibar items, pens & stationery, hotel collateral, print magazines, alarm clock, etc. – items available upon request, and disinfected between each use (new items provided where possible); 48 hour “resting period” between guest stays, followed by cleaning and disinfection with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19; stayover housekeeping service every third day and wellness checks daily; no housekeeping service while guest is in room

What safety precautions are you taking in the restaurants?

Examples – welcome greeter offers hand sanitizer and mask upon arrival, with envelope to place mask in while eating; mandatory screening for all diners, which may include a temperature check; seating to promote physical distancing; shift to disposable menus and/or disinfection between each use; change of items / disinfection of all touchpoints on table between diners; increased frequency of cleaning and disinfecting for both front and back of house with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19; masks & gloves for all restaurant workers, front and back of house

What safety precautions are you taking in the pools, fitness center, spa?

Examples – amenities and offerings may be modified for safety; physical distancing maintained via signage and markers, placement of furniture, powering down of equipment, and revised occupancy limits; reservation of gym or spa time through Front Desk or Concierge, where available; all touchpoints disinfected after each use; hand sanitizer stations in key areas throughout hotel; no self-service food & beverage; increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19; cleaning time sheets displayed

For more details on the new standards being implemented throughout the guest journey, visit ALLStayWell.com.

What happens if a guest fails a temperature check?

Guests who display a higher temperature at the time of screening will be given the option to return home; however if that isn't feasible, the hotel will deploy self-isolation protocols for the guest and their traveling companions.

Are you monitoring employee health?

We are closely monitoring the wellbeing of our employees. Any employee with relevant symptoms must not come to work, and are required to contact their health care professional for assessment and results before returning. Any employee who displays a higher temperature at the time of screening will be asked to return home, closely monitor their symptoms and connect with their Talent & Culture team to determine when it is safe to return to work.

Have there been any confirmed COVID-19 cases on property?

We do not currently have any confirmed COVID-19 cases among our employees or guests. Should any concerns arise, we have a detailed set of operating procedures to follow in the event of a suspected case of any contagious disease, and our team is trained to manage such situations. We also have a global network of experts supporting our team and are in touch regularly with local health authorities who will inform our decisions in the event of a confirmed diagnosis.

What is your cancellation policy should I no longer be able to stay?

Guests who booked fully refundable rates can cancel or modify their reservations without penalties on all.accor.com. Guests who booked non-flexible rates directly with Accor and planned to stay in one of our hotels prior to and inclusive of June 30th, 2020 may modify their reservation for a later date without any modification fees (subject to availability and applicable rates and conditions) by contacting the hotel directly or requesting a credit voucher for the full amount of the booking value for use at a future date at the same hotel. For guests who booked through a travel agent, online booking platform or other third parties, please contact your booking provider directly for assistance.