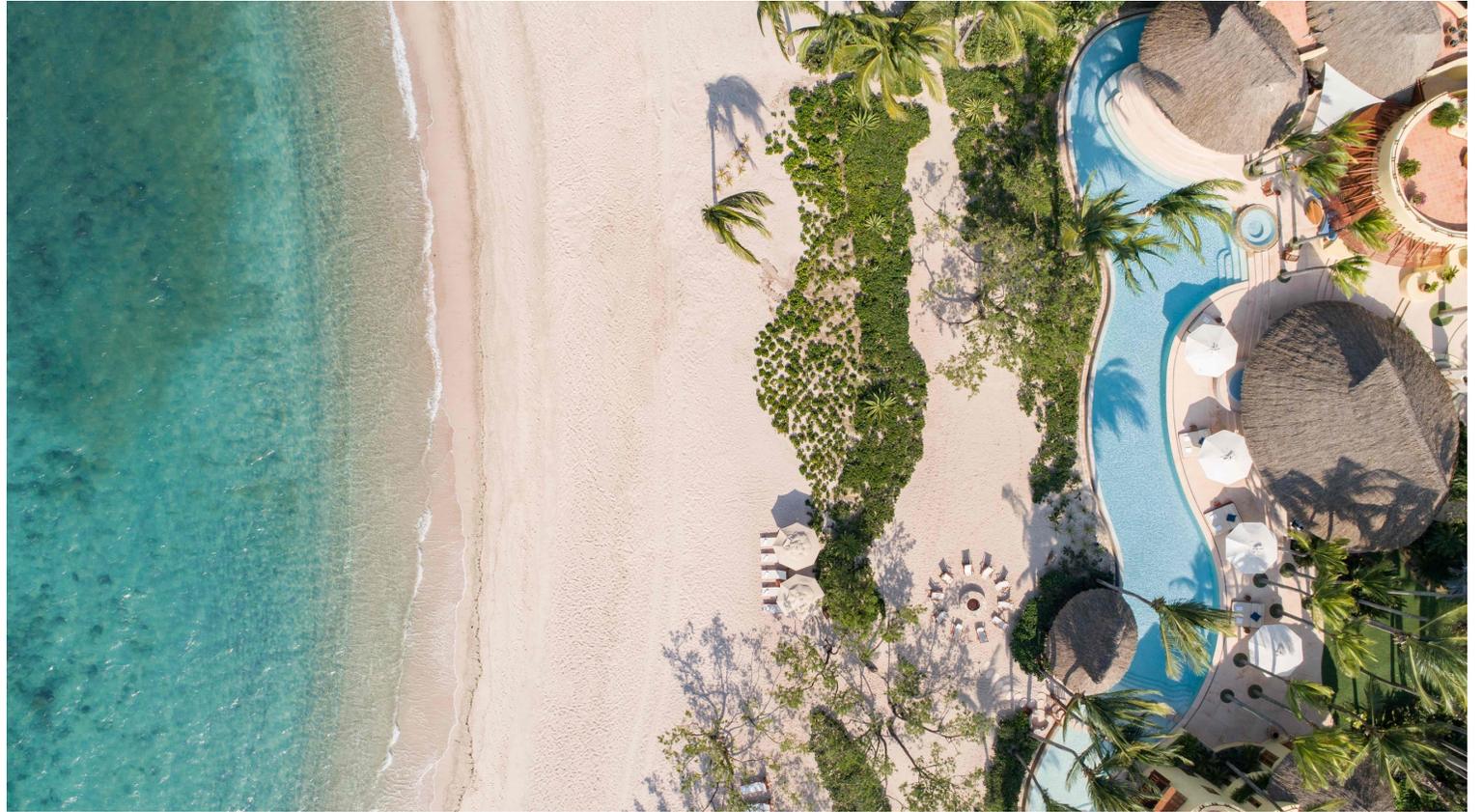


ELEVATED  
CLEANLINESS  
PROTOCOL



 PALMASOLA

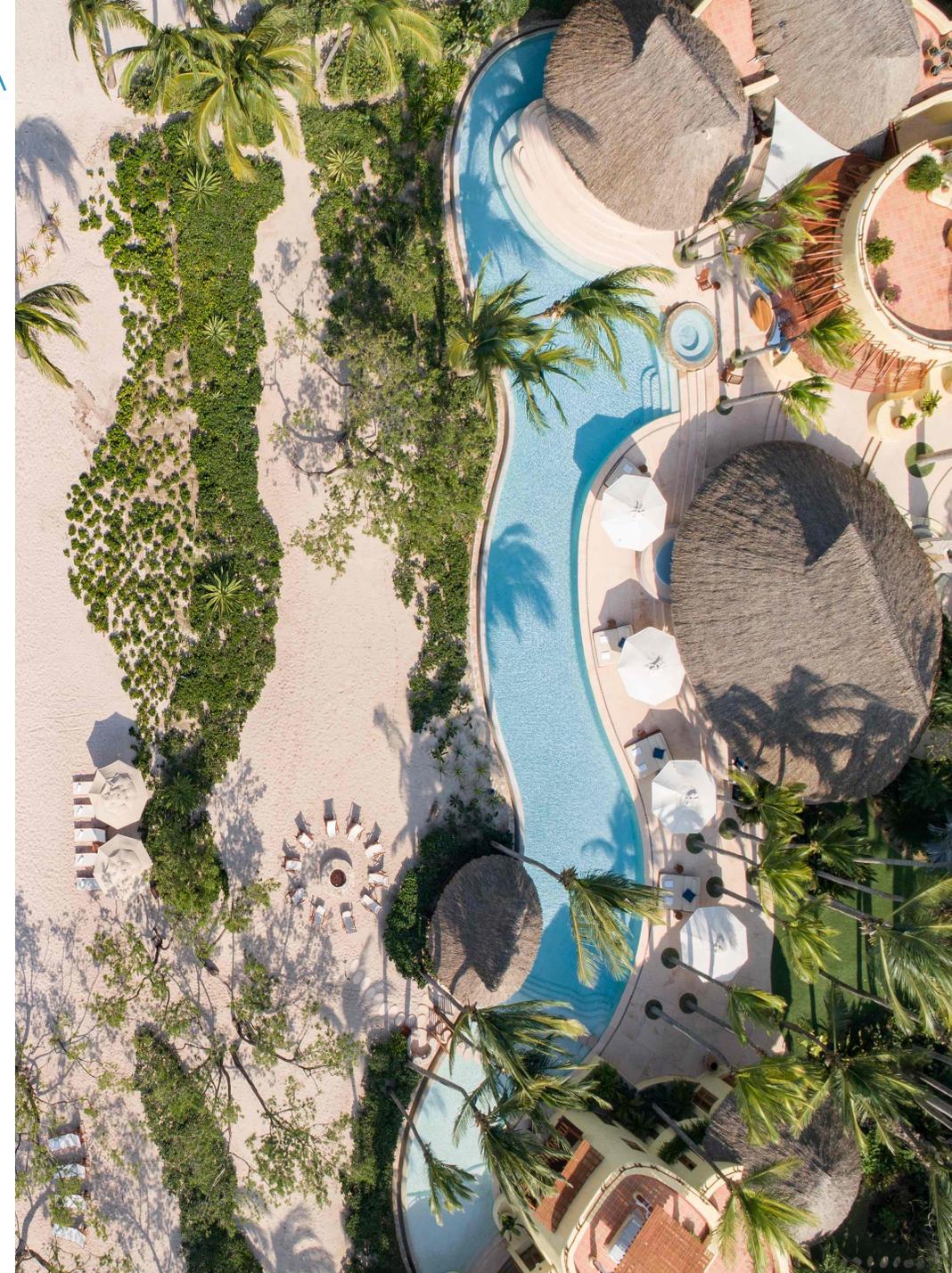
## Common Areas

Starting with our shared spaces and high-traffic areas, we are going above and beyond our already rigorous protocols. We are cleaning surfaces with increased frequency and have implemented heightened cleaning norms.

We perform routine cleaning and disinfection of all contact surfaces in public areas with a standard disinfectant, bleach solution, or mixture containing at least 70% alcohol.

Touchless hand sanitizing stations have been installed at key areas throughout the estate.

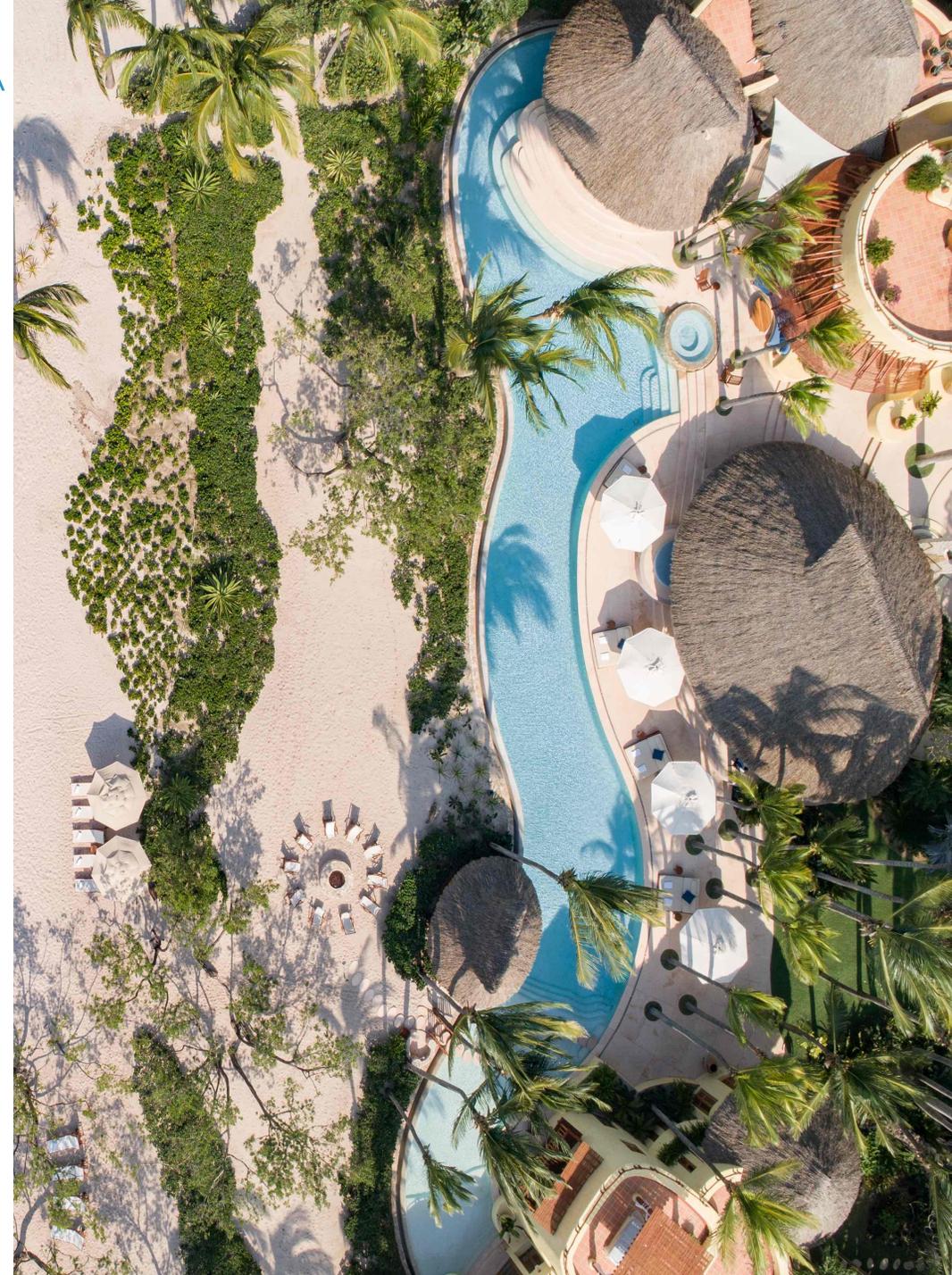
We methodically disinfect high-touch objects such as door handles, light switches, in-room tablets, safes, coffee machines, minibar refrigerators, and TV buttons and remote controls, telephones, AC controls, armrests of chairs, toilet seats, shower handles, etc..



## Common Areas (continued)

Ongoing testing of the water in the pool & hot tub to ensure that they meet the safety standards and maintain acceptable chlorine levels.

In fitness room, frequently clean all equipment with a disinfecting solution containing at least 70% alcohol, paying extra attention to high-touch objects, such as weight equipment, treadmill interfaces and handrails, yoga mats and exercise balls.



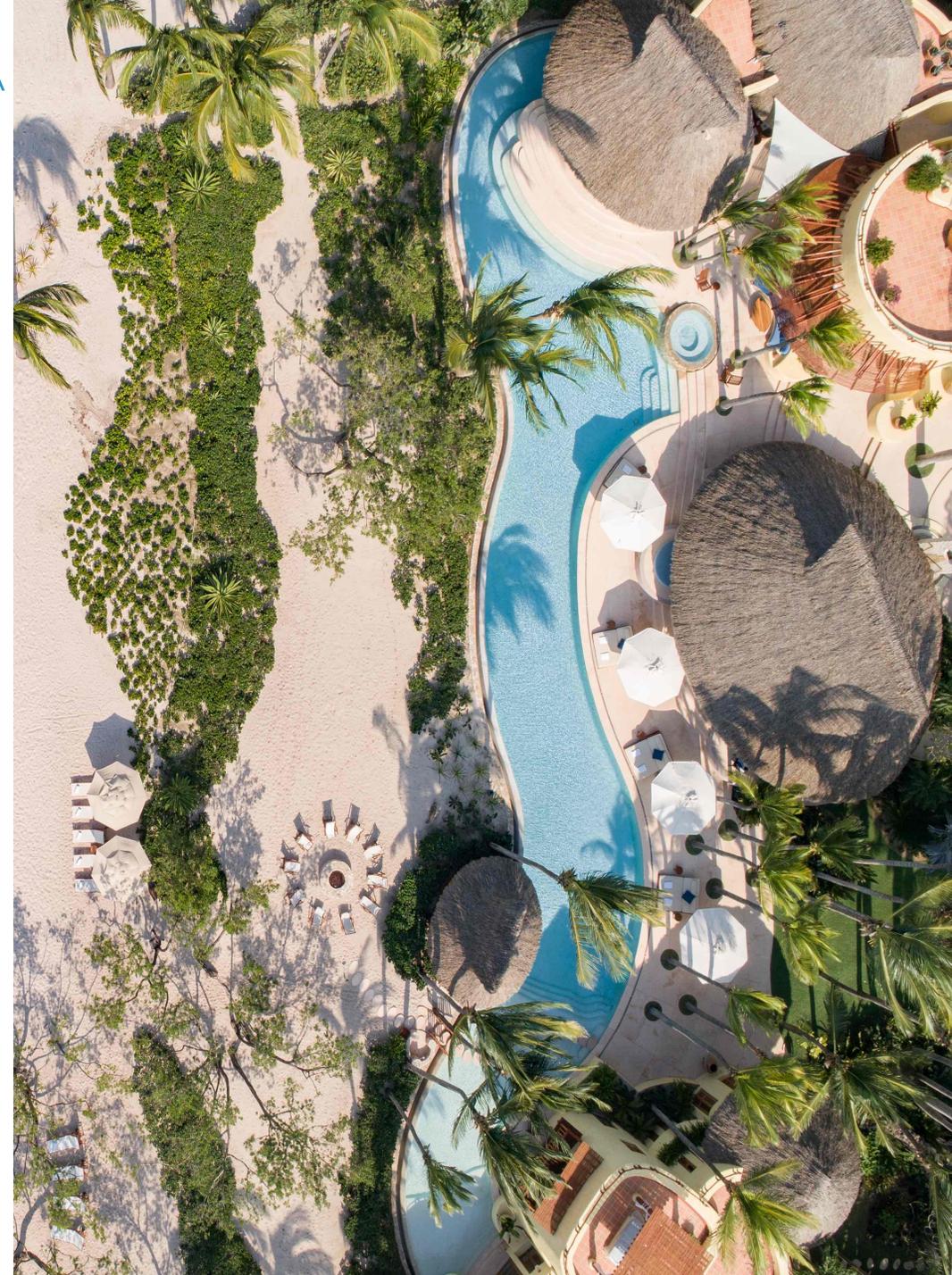
## Staff

Our staff members are vaccinated and are tested bi-monthly for Covid-19 by Punta Mita Hospital. Any employee that tests positive or has any symptoms is not allowed to come to work until treated and re-tested.

Mandatory temperature checks for all staff members before starting their shift using a contactless infrared thermometer and mouth covers used by culinary team.

Strict hand washing program with hand sanitizer; all staff members will wash their hands every 60 minutes using antibacterial solution.

All staff members have been thoroughly trained on new protocols.

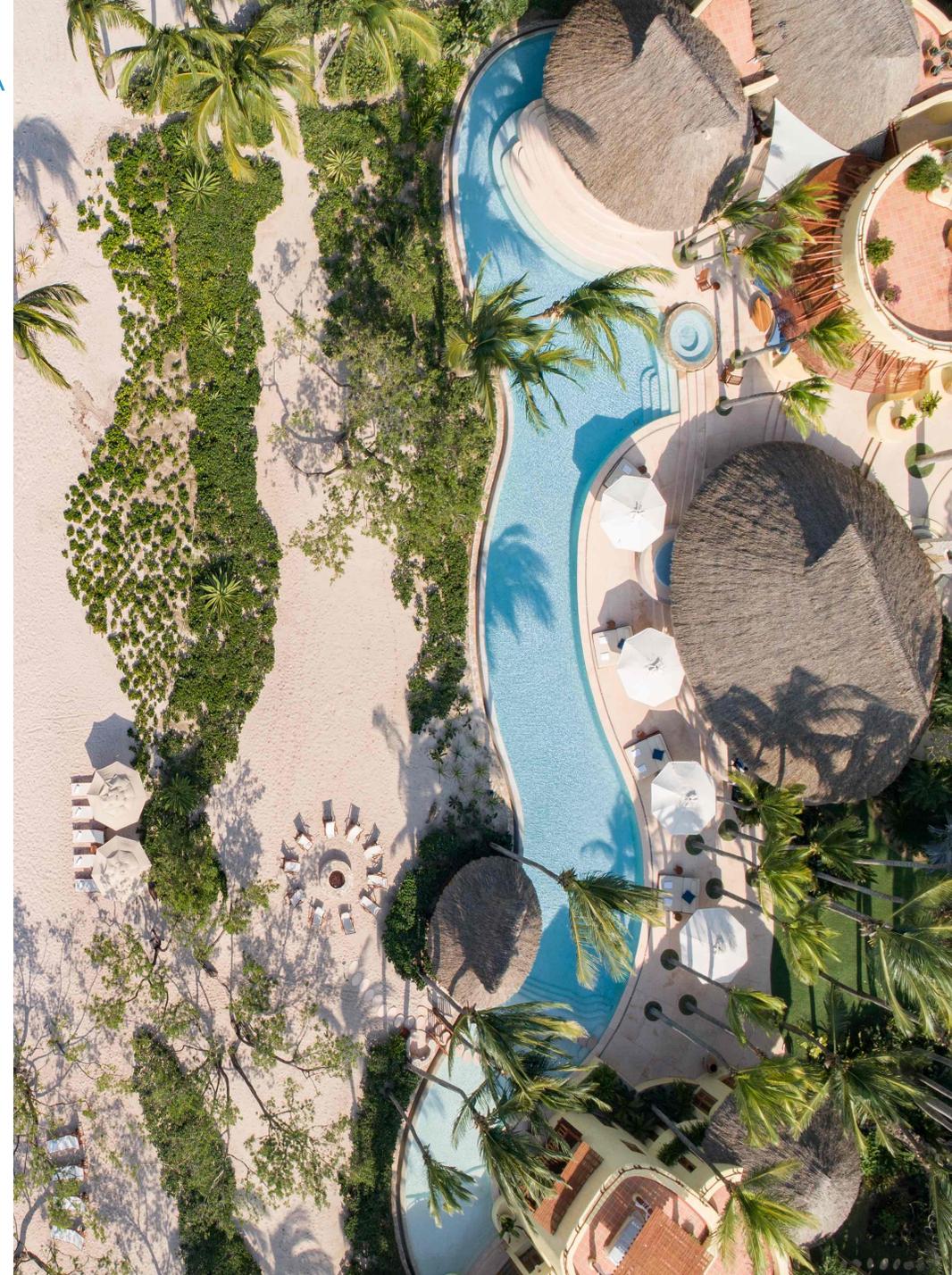


## Staff (continued)

Social distancing adhered to between staff and guests.

All deliveries will be received by our staff in the employee entrance area. Food containers, vegetables and groceries will be sanitized prior to entry into the kitchen area.

No external service providers will be allowed access onto the property unless authorized and accompanied by management.



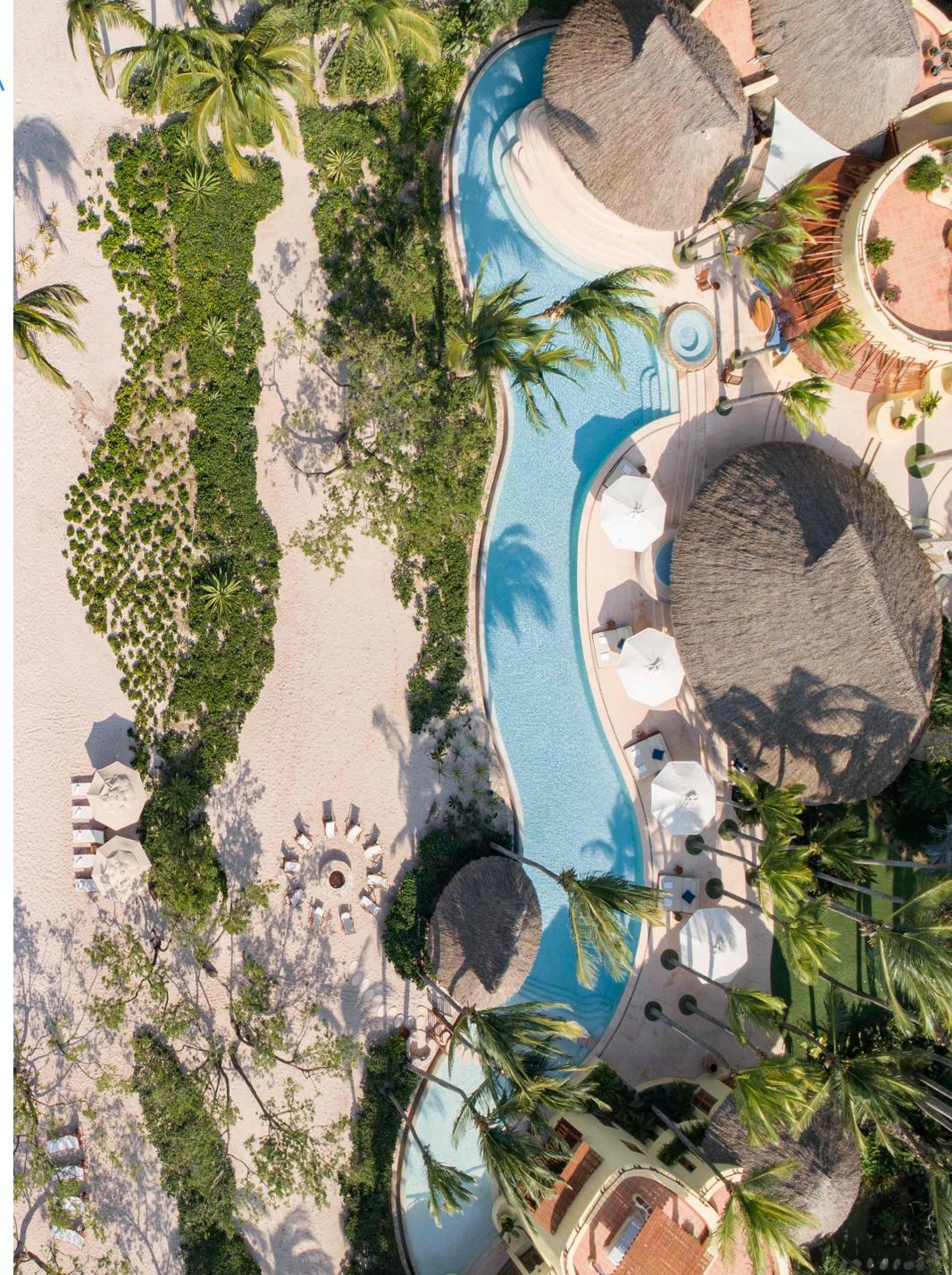
## Guest Rooms

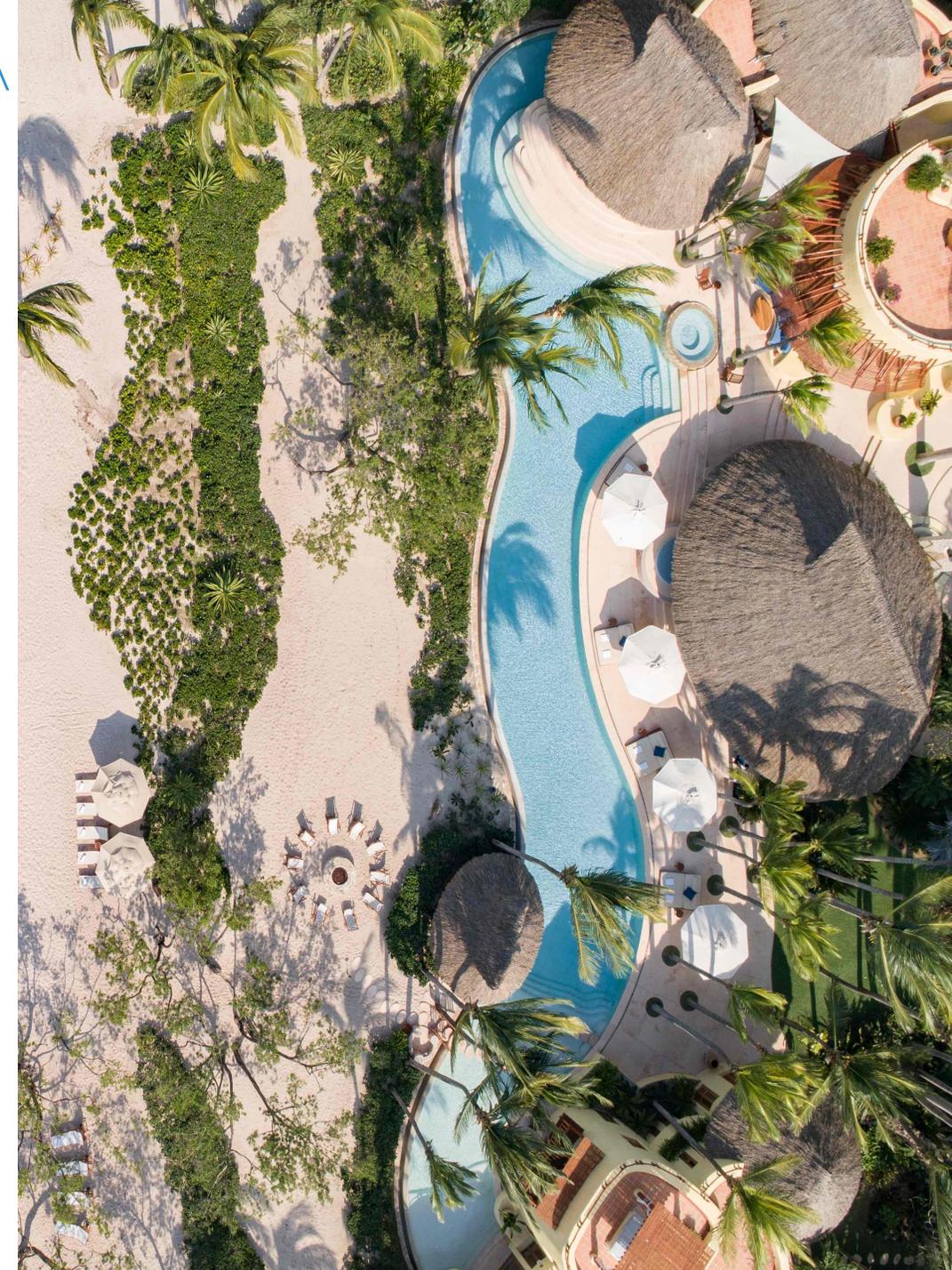
Use of electrostatic sprayers to sanitize each room prior to check-in and after check-out. This innovative technology uses an ultra-fine mist that effectively eliminates 99.99% of bacteria, viruses and germs in less than 15 min. It is biodegradable and non-toxic, safe for children and pets.

Increased protocols to thoroughly clean all surfaces with disinfectants.

Housekeeping/room cleaning schedule is customized based on guest preferences to maximize guest convenience and hygiene.

All bed linens will be washed with industrial detergents at high temperature.





## Guest Rooms (continued)

In-room welcome kit for guests that includes mouth covers, antibacterial gel, antibacterial wipes and antibacterial spray.

## Room amenities

Our room amenities have been reconfigured as “low-touch” rather than “high-touch,” especially if they are difficult to clean or replace after every guest. For example, items such as pens, notepads, magazines, and stationary have been removed.

Most room amenities will be provided to guests on-demand and prior to check-in . Guests can select the amenities that they wish to have provided in their room so that we can deliver them fresh and sanitized.

## Food & beverage

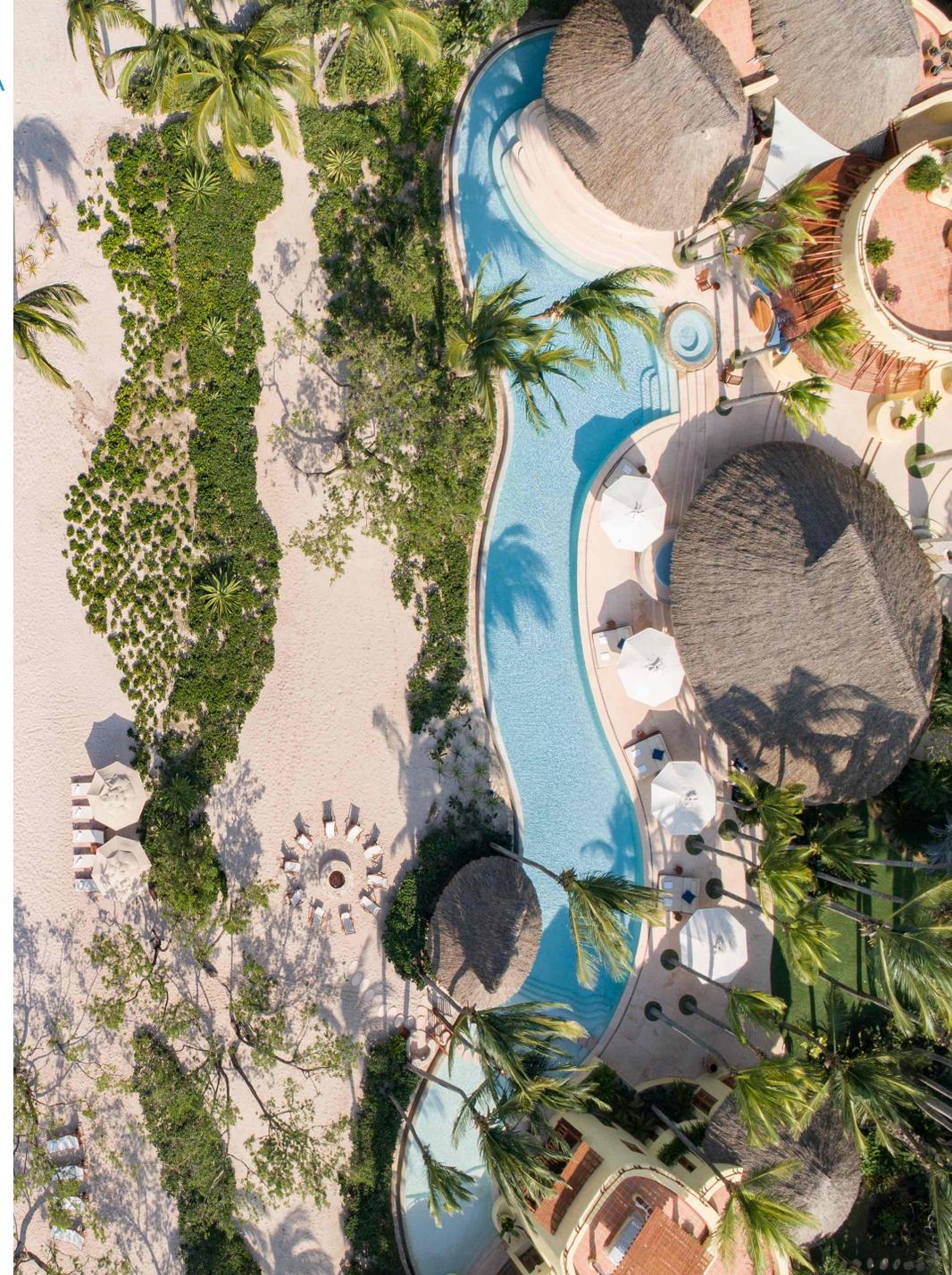
Groceries and food packaging deliveries will be sanitized prior to entry into the kitchen area.

We can offer in-room dining options, in case guests may want to avoid visiting public areas.

Kitchen and bar area will implement extra cleaning and sanitation procedures.

Staff that handles food will be wearing mouth covers.

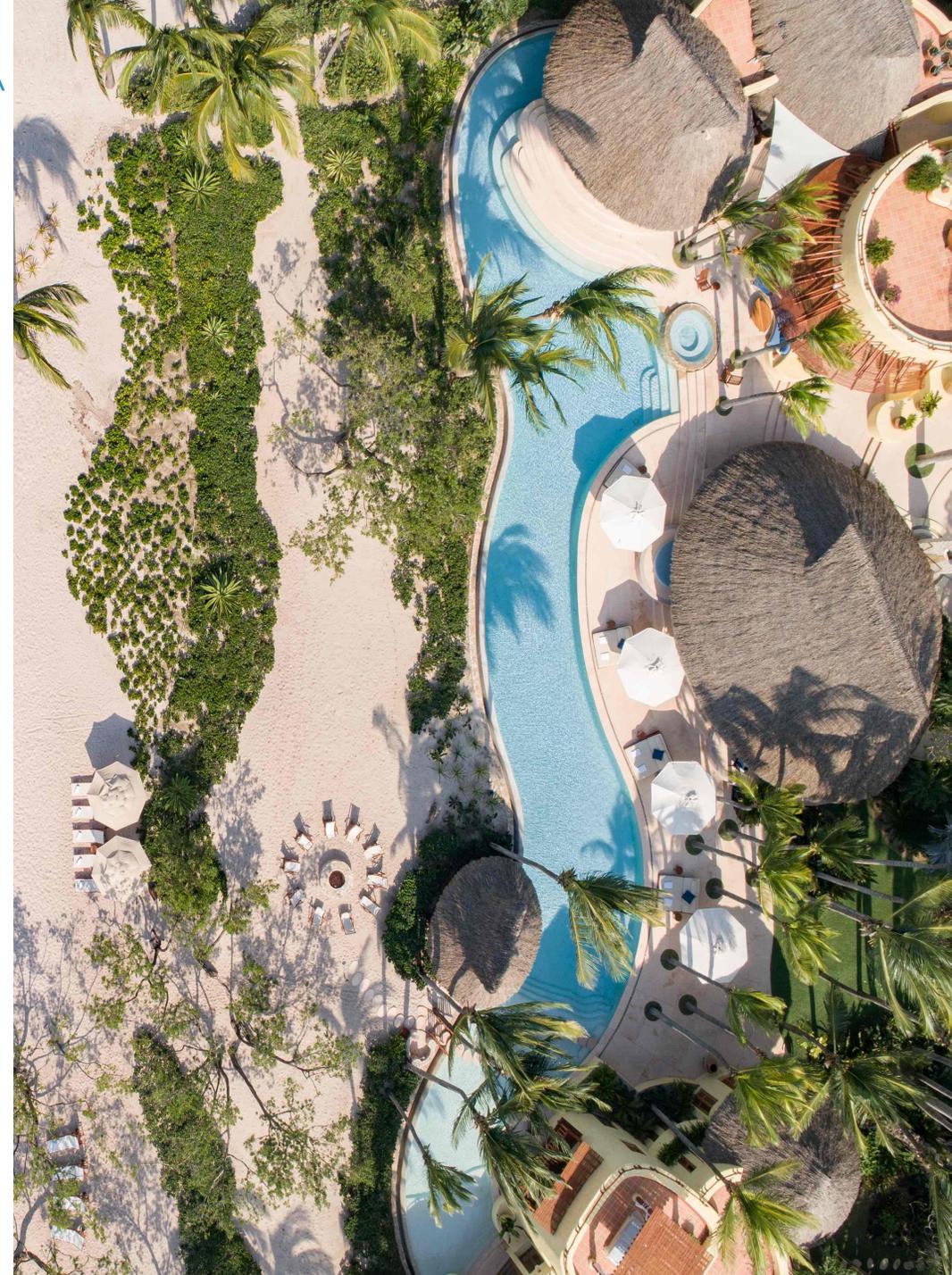
Mandatory use of the industrial dishwasher for every utensil with a sterilization program.



## Punta Mita

Punta Mita has heightened sanitation and health protocols throughout the resort. A community-wide, 360 degree, approach has been implemented amongst hotels, fitness installations, beach clubs, golf clubs and private homes so that all properties take extra steps in enhanced hygiene and sanitation.

The American-owned Punta Mita Hospital is within a 5-minute drive from Palmasola providing the highest level of care to the community with a state-of-the-art facility. For more information visit: [www.puntamitahospital.com](http://www.puntamitahospital.com)





Touchless hand sanitizing dispenser



Contactless infrared thermometer for temperature check program



Electrostatic sprayers to sanitize each room prior to check-in and after check-out.



Mouth covers



Mouth covers