

How
we
Care



We take care of everything to take care of you

Leading Responsible Tourism

Iberostar continues working on a series of **hygiene, safety and health actions** for its different destinations and on its commitment to **take care of the customer, the employee, the supplier, the business partner and, in addition, the environment.**

For over 60 years we have operated to the highest standards, and now in COVID-19 times we have **strengthened and enriched our procedures and protocols.** This new form of collective care is present in all activities, spaces and protocols of the hotel, allowing a more personalized experience and reinforcing our leadership in responsible tourism.

And we do this in a unique way, with the assistance of a Medical Advisory Board, along with our company's Sustainability Office, will contribute **its experience and specialized knowledge to face the new challenges of tourism, in terms of health security.** **The specialists that lead the new team are Sebastián Crespi Rotger**, founder and president of Biolinea International and Dr. Javier Pérez Fernández, specialist in intensive care and Medical Director in the best hospitals in Miami (USA).

Following his recommendations and those of public authorities and health institutions, we will develop **measures aimed at caring for our employees and ensuring the client's experience**, implementing new procedures in restaurants and reception areas (check-ins), among others.

We aim to make customers feel **safer than ever** so that they can forget their worries and **feel right at home, just as they always have.**

THE FOUR PILLARS

HOW WE CARE Principles



SAFE ENVIRONMENT

Making your travels safer



STANDARDS OF HYGIENE

Clean space, Safe space



SOCIAL DISTANCING

Stay apart, remain united



SMART INNOVATION

Leading Innovative Luxury

Safe Environment

Our hotels, each an authentic oasis of safety, are innovating safety and security standards so all customers are confident in their stay.

- Earth Check have certified us in compliance with local and international safety standards, reinforcing our commitment to healthy environments.
- Specialized, expertly trained personnel are present at all times with appropriate health and safety equipment.
- Secure access to property observing the latest hygiene protocols for suppliers and employees.
- 24/7 medical service and ambulance in property or on call, secure and isolation ready rooms within property (hygiene & epidemiology technical specialist).
- Inspection of all goods and products delivered to the hotels, with preference given to sustainable local sources.
- We serve food of guaranteed traceability, from known, local, and sustainable origin based on the unique approach of our Honest Food philosophy
- Strict compliance with WHO, CDC, and local hygiene agency recommendations, with constant monitoring of updates in standards.



Standards of Hygiene

Improving constantly and able to demonstrate our action plans in terms of cleaning, hygiene, and disinfection of all areas ensuring the hotel is to the highest standards.

- Rooms are disinfected and cleaned with certified biodegradable products 24 hours prior to guest check-in. Linens and textiles are cleaned through laundry certified processes.
- To ensure customer safety we have reinforced new cleaning protocols for our dining areas. All buffets, and a la carte restaurants are to be deep cleaned between meal times. Buffets are now assisted by staff.
- We have increased the number of times common areas are disinfected, closing off each area to disinfect all surfaces and furniture.
- Cleaning equipment, from certified suppliers, as well as protective gear for all employees, is being provided for the safety of guests and staff alike.
- New cleaning measures and protocols using certified sustainable products. Also, taking an eco-friendly approach to guarantee maximum efficiency without harming the environment or impacting our waste or water systems.
- Following guidelines from expert virologists we have adapted our protocols to new and ongoing circumstances, increasing the frequency of disinfection from twice to multiple times a day, as well as establishing an ongoing cleaning process.



Social Distancing

Making the most of open, outdoor spaces and encouraging their use, is seen as a security measure but also as a real luxury that we can enjoy while on vacation.

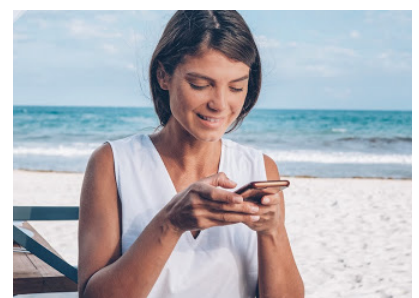
- We are making the most of our picturesque outdoor spaces and using these areas as extra dining locations. Also, making sure social distancing measures are taken into account for outdoor group activities.
- Room service is now a no-contact service for a more intimate experience. Food is delivered in a closed compostable package with reusable bamboo plating and implements.
- We are encouraging advanced reservations for our a la carte restaurants as the number of tables have been reduced. In addition, outdoor areas have been added to expand our buffets and alfresco dining experiences.
- Workshops, activities, and live music shows have been restructured to aid social distancing regulations, indoor shows have been limited in audience capacity.
- Signage on waiting areas has been installed to aid the flow and avoid crowds.
- Hammocks, lounge chairs, and all seated areas have been reorganized to aid social distancing, thus creating a more intimate setting for all guests to enjoy.
- We have substituted self-service stations for Star Cafe compostable to-go packaging.
- Family workshops and activities are now limited to smaller groups of 6 and will have to be reserved in advance.



Smart Innovation

We are introducing innovations in the way we provide information to our customers and communicate with them so that we can be as close as ever without the need for physical proximity.

- Private and convenient check-in and out through a mobile alternative.
- Receive up-to-date information through our 24 hour e-concierge on the Iberostar app or your in-room telephone.
- To reinforce our paperless philosophy, all our menus, activity schedules, and reservation procedures are done through digital alternative likewise current information can be found throughout property.
- Through our Star Camp educational program, Doctor Superhero, the little ones are able to play and interact while respecting social distancing rules, while also engaging in no-contact games, activities and outdoor experiences tailored to each age group.



Our Actions

We care about the Environment, our Guests and our People.
This positions Iberostar as a leading brand in safety, security, health and hygiene standards.

F&B | Restaurants

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- 01.** We have implemented an "always on" hygiene cleaning process which will be put into effect between dining times.
- 02.** Reorganization of all dining areas to ensure 6 feet between all tables and surfaces.
- 03.** Room service is now a contactless option for all guests to receive their meals in a more intimate setting.
- 04.** Reservation slots are now staggered to comply with social distancing.
- 05.** All self-service utensils have been eliminated, instead staff is available to assist guests with their selection.
- 06.** In response to social distancing bylaws, we have increased the dining options for guests to enjoy.
- 07.** We have extended retail location hours to ensure all guests can get their shopping done.
- 08.** For guest enjoyment, we have increased dining options during lunch and dinner times.

Rooms

Housekeeping & Maintenance

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- 1.** All rooms undergo a pre-arrival hygiene deep clean and disinfection process 24 hours before guest arrives, this includes surfaces and AC disinfection and fumigation.
- 2.** Rooms are to be occupied after 24 hours post cleaning processes.
- 3.** Receive up -to-date information through our **24 hour e-concierge**.
- 4.** Trained in the hygiene cleaning processes, all staff uses certified biodegradable cleaning products that **eliminate 99.99% of viruses**, as well as bacteria.
- 5.** All rooms offer sanitized water bottles that can be refilled in nano-filtered and purified water stations throughout the property.
- 6.** Biodegradable and organic toiletries are offered in all rooms. Personalized amenities are upon request.

Guest Services

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- 1.** Upon arrival, guest are offered hand sanitizer.
- 2.** Upon arrival, all bags are to be disinfected by bellboys as well as golf carts used to transport guests after each use.
- 3.** Private check-in/out through a mobile alternative.
- 4.** Receive assistance through our 24 hour e-concierge.
- 5.** Signage in waiting areas has been installed to aid the flow and avoid crowds.
- 6.** Hand sanitizer gel stations have been installed throughout the property for easy and convenient access for all guests.

Common Areas

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- 1.** Lobbies, Commercial Centers, Theaters, Gyms, Restaurants, Bars are all under strict cleaning procedures. Daily deep cleaning with frequent and constant checks during the day.
- 2.** Elevators: limit capacity, signage to inform how to touch buttons (elbow) and daily deep cleaning and continuous all day checks with biodegradable and certified cleaning products.
- 3.** Reusable bottles of water refilled at our purification stations will be available in each room.
- 4.** According with Cuban certifications pool and water will remain clean and safe, free from any virus or bacteria.
- 5.** Shops: limited capacity for social distancing with activation of own health protocols.
- 6.** Virologist engineered "Hygiene Deep Clean" processes utilizing biodegradable cleaning products which are certified to kill 99,9% viruses and bacteria.

Spa



- 01.** Strict cleaning procedures in all areas of spa, before and after each treatment.
- 02.** Beds are stripped, disinfected, and re-spread with clean and disinfected linens before each treatment.
- 03.** Staff is to wash hands once hourly and between glove changes.
- 04.** Spa sandals, towels and robes are sanitized using electrostatic spray cleaning measures. Also, there will be sanitizing mats at the SPA entrance.
- 05.** In the case of a suspected COVID-19 case, all protocols will be carried out and refusal of treatment will be communicated to guest.
- 06.** Massage rooms, hydrotherapy and facial stations are to be cleaned after each treatment. All utensils will be disinfected after each use.
- 07.** Hand sanitizer gel stations have been installed in all spa entrances for easy and convenient guest access.

Beach & Pool



- 1.** All pools are deep cleaned weekly using certified biodegradable cleaning products proven to kill 99.99% of viruses, as well as bacteria.
- 2.** Hammocks, lounge chairs, and all seated pool and beach areas have been reorganized to aid social distancing, thus creating a more intimate setting for all guests to enjoy.
- 3.** All pools are now limited capacity for guests, ensuring guests can feel safe while enjoying their time cooling off.
- 4.** All pool and beaches are guarded closely by trained lifeguards to ensure safety protocols are being followed by guests.
- 5.** Loungers, palapas, poolside tables and surfaces are sanitized by staff after each guest has left, utilizing certified, biodegradable and organic cleaning products.
- 6.** Signage on foot showers and poolside showers have been installed to aid the flow and avoid crowds.

Entertainment

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- 01.** We have implemented an "always on" hygiene cleaning process which will be put into effect an hour before each activity takes place, in addition, sanitizing mats have been placed on all Fit & Fun entrances as well as Star Camp entrances.
- 02.** Guests are now able to reconnect with the environment and themselves through specialized activities and programs.
- 03.** Guests are now able to reserve their spot for special program activities, providing a more intimate setting for all attendees.
- 04.** Throughout the property, guests can easily find and access numerous hand sanitizer gel stations at all building and restaurant entrances.
- 05.** Outdoor activities in multiple locations to aid social distancing regulations, indoor shows have been limited in audience capacity.
- 06.** More intimate and exclusive activities for smaller groups are now available for guests to enjoy.
- 07.** The little ones are now able to join in on the fun too, with special and exclusive adventures, building collaborative dynamics within small groups.
- 08.** Through the Iberostar app guests can now book a one-on-one session with a personal trainer to work on their fitness routine.
- 09.** Reinvented nightly entertainment activities with a variety of performers and musicians have been added to the countless list of activities and experiences guests can enjoy throughout the property.

Events

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- 01.** Increased frequency of deep cleaning in the Meeting Rooms, including walls, carpets and air conditioning.
- 02.** Regular fumigation and addition of hand sanitizers in all meeting rooms.
- 03.** Regular monitoring of trash cans, restrooms and fire extinguishers.
- 04.** Suppliers working under the highest hygiene, safety and sustainable protocols and certifications.
- 05.** Multiple outdoor locations. Safety and hygiene protocols and procedures also applied to all outdoor events.
- 06.** Distancing between all tables and chairs.
- 07.** F&B Preparation: All employees receive health checks every morning; preparation Areas are Deep Cleaned multiple times per day; staff is using food safety equipment.
- 08.** F&B Service: Coffee break snacks will be displayed to preserve social distancing protocols; assisted food service and buffet; allergy signs displayed for food items.

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CREDIBILITY

Certifications



At **Iberostar** we have created a Medical Advisory Board made up of experts in Public Health and Health Safety linked to tourism.

- **BIOLINEA**
- **VIROLOGIST**



Our protocols and standards are based on recommendations made by the **WHO**.

Updated June 4th 2020