



SAFE STAY

Care Commitment

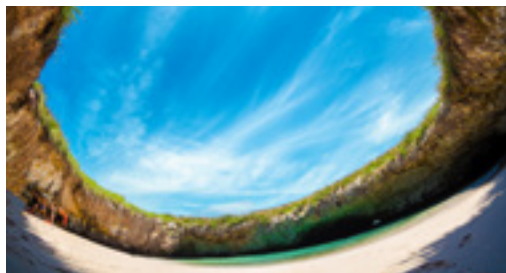
 **The Villa Group**
Beach Resorts & Spas



This program incorporates the main processes to follow in order to ensure the well-being of our guest staff members, and our community. Our hotels have a detailed plan for completing the processes set forth here.

All of our cleaning, sanitation, and disinfection procedures are based on the advice of experts in infectious diseases from some of the most prominent academic institutions, who have oriented us with the best available alternatives.

We will continue reinforcing and updating our health and sanitation program following the guidelines of the experts who have given us their best feedback.





THE HEALTH OF OUR GUEST



For The Villa Group, it is important to continue generating experiences that stay with our guests and encourage their return.

Below we list the measures that will be implemented, taking into account the recommendations of experts and the guidelines and recommendations established by the state government.

Staff training:

Because our staff is properly trained with respect to the cleaning, sanitization, disinfection, and preventive measures regarding COVID-19, in the event that our owners, guests and clients have a question or concern regarding the subject, they will have the confidence to obtain necessary information from our team.

Temperature Readings:

Access points at the resorts will be fitted with thermal cameras to monitor the temperatures of guests in a non-invasive way.

Social Distancing:

- a) Delimitations will be marked in any area where the guest is required to queue, such as when checking in or out of the resort, in consumption centers and mini-supermarkets within the complex, elevators, etc.
- b) Reduction of the capacity of people allowed in crowded areas will take place, such as in consumption centers within the development, pool areas, jacuzzis, lobby, elevators, gym, among others, in order to abide by the allowed physical distance guidelines.
- c) An appointment must be made for the use of the Gym, which will be limited to specific periods of time and available spaces in order to abide by the established physical distance requirements. We will ensure that workout equipment is sanitized frequently.
- d) A distance of 1.8/6ft will separate Loungers in pool areas.

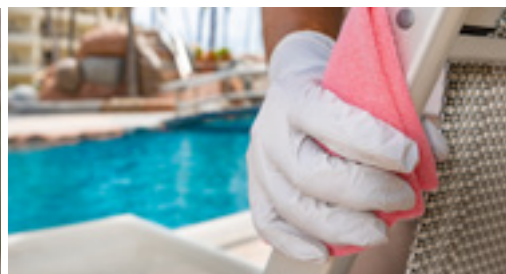
 **Antibacterial Gel Dispensers will be placed in areas that are easily accessible by guests**



Continuous Cleaning, Sanitation, and Disinfection:

a) Of areas, surfaces and equipment of which guests have direct contact and/or high traffic areas in common areas, consumption centers, recreational areas, and inside the rooms, such as in the lobby, elevators, gym, wet areas, railings, doors, lounge chairs, luggage area, luggage trolleys, bell for calling the bellboy, telephones, terminals, on-site ATMs, exercise equipment, remote controls, light switches, credenzas, night tables, alarm clocks, etc.

*** In the specific case of Loreto, the cleaning, sanitation, and disinfection will also be applied to all golf equipment, including golf carts, golf balls, etc.*



Services:

a) In order to minimize the direct contact of our guests with the staff, and with other guests, services such as valet parking, direct meal preparation at the table, buffet services, among others, will be temporarily suspended.

b) Modifications to some services will be implemented in order to avoid contact and entry to the guest's room as much as possible, to name a few examples, in the event that the guest requests room service, the food will be placed on the service cart outside the room and the guest, once finished, must take the remnants to the service cart. In the case of requesting laundry service, the guest must put the clothes in a plastic bag outside the room, the same way in which delivery will be carried out by the staff.





PROTOCOL AND FOLLOW UP OF REPORTS OF POSSIBLE COVID-19 CASES





Taking Temperatures:

In the event that a person has a temperature equivalent to or greater than 38 °C and/or shows symptoms of cough, shortness of breath or any other known symptom of COVID-19, a secondary examination will be offered discreetly.



Secondary Evaluation:

The guest and/or staff member will be escorted to a designated, private, and isolated area, where they will be provided with personal protective equipment (PPE) and a security agent who will also use the appropriate PPE (including a surgical mask and eye protection) will record a second temperature.

In the event that the second reading confirms a temperature above 38.0 °C, the patient will be directed to the on-site medical office where a 24-hour doctor is available to make the corresponding medical evaluation and to be advised regarding the recommendations stipulated by the local health authorities.

The doctor on duty will collect basic information including the names of people with whom the patient has had contact, as well as request the patient's identification and take note of the symptoms presented.



Report

The on-call doctor who is handling the case will immediately notify the corresponding authorities that there is a possible case of COVID-19 on the property and will follow up based on the instructions indicated by the corresponding health authorities.



Additionally:

If the Guest with a high temperature shares the room or has had close contact with other guests:

- The security supervisor will confirm the shared rooms and the information of the guests with whom the patient has had close contact in order to begin the process of taking their temperatures.
- The isolation and/or quarantine procedures that will be followed apply to guests who have had contact with the affected.
- If a room is used for self-isolation, the Hotel Administration and the corresponding local Health Department will be informed.

The Health of Our Staff Members

For The Villa Group, the wellbeing of our personnel is a priority. With that premise in mind, we are enlisting the following measures, which are based on the recommendations of experts and the established guidelines set forth by the state government:





THE HEALTH OF OUR STAFF MEMBERS





Training and Signage:

All our personnel will receive adequate training with respect to the symptomatology, preventive measures, safety and sanitation measures related to COVID-19.

In the same way, signs will be placed in the work and traffic areas of staff members as a reminder of the training they received regarding continuous hand washing, use of antibacterial gel, appropriate ways to sneeze, avoiding contact with the eyes, nose and mouth, the correct way to use, handle and discard face masks and latex gloves, among other measures.



Temperature Readings:

Staff members will be required to undergo a non-invasive temperature reading using a digital thermometer when entering the premises.



Physical Distancing:

a) Physical markers indicating the proper distance between individuals will be placed in all areas where staff members are required to stand in line, such as when checking in and out of work, in the lunchroom, and at the mini-supermarket inside the resort complex.

b) In order to abide by the permitted physical distancing guidelines, a reduction in the capacity of people permitted in both recreational common areas and work areas, such as the staff member lunchroom, training rooms, staff member transportation, reception area, concierge, and the operator's desk just to name a few, will take place.



Antibacterial Gel Dispensers will be placed in areas that are easily accessible by staff members.





Continuous Cleaning, Sanitation, and Disinfection:

a) Of areas, surfaces, and equipment used directly by staff members and/or areas of high traffic, such as staff member transportation, areas in the lunchroom, desks, computers, radios, headsets, plates, cups, food trays, carts for transporting equipment, elevators, railings, light switches, to name a few.

** In the specific case of Loreto, the cleaning, sanitation, and disinfection will also be applied to all golf equipment, including golf carts, golf balls, etc.

b) All staff members will receive their uniform at the beginning of their shift and they will be asked to return it to the laundry room once they have finished their shift so that it is washed and sterilized correctly. Likewise, all kitchen staff members will receive shoe covers and they will be used in a way that operations permit so as not to contaminate other areas.

Services

a) In order to minimize the direct contact our staff has with guests, certain services, such as valet parking, direct meal preparation, among others, will be temporarily suspended.

b) Modifications to some services will be implemented in order to avoid contact and limit entry to guests' rooms as much as possible. For example, in the event that the guest requests room service, it will be placed on the service cart outside the room. When the guest finishes they must take the remnants to the service cart. In the case of requesting laundry service, the guest must put the clothes in a plastic bag outside the room, and it will be returned to the guest in the same way by a staff member upon completion of the service.