

During these difficult days and months, while our doors have been closed, our thoughts have been with our team, our community and with our guests. Whether it be the virus itself or the consequences of the virus on the workforce and the economy, the impacts have been deeply felt by everyone. We are grateful for the support by the e-mails, social media and phone calls we received.

For **Hotel Esperanza Tulum** we emphasize that our priority is and will continue to be the safeguarding of the health of all our visitors and team members coworkers. We have developed our Safety Plan model to safeguard the health of those who honor us with their stay.

1. HOTEL ORGANIZATION

A welcome kit with a washable and reusable mask and 70% alcoholbased disinfecting gel is given to all our guests.

Our team keep their personal hygiene protocols and personal protection equipment at all times.

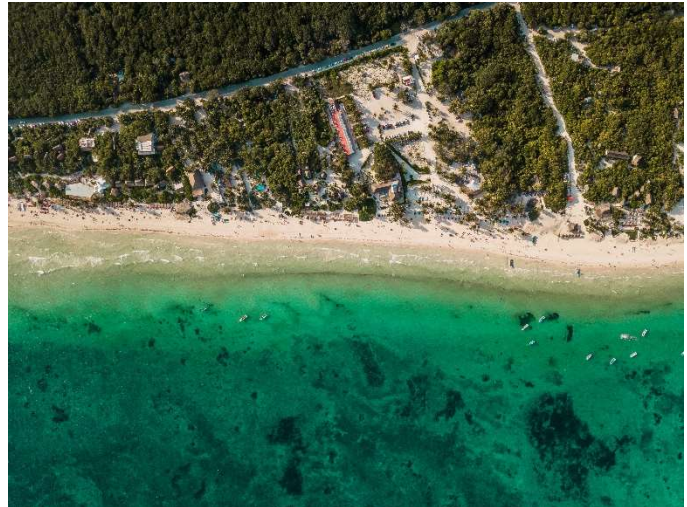
Team members and guests will have their temperature checked upon entering the Hotel.

Each guest will be asked to sign a declaration of health, confirming they are free of any COVID-19 related symptoms, have not had tested positive or come into contact with anyone that has tested positive for COVID-19 in the last 30 days.

Incoming guests' luggage will be immediately disinfected upon arrival.

We ask for our guest's Whatsapp, Telegram or e-mail to send our recommendations, and digital information in order to live a better experience.

For their comfort and care, guests can manage the check-out process from their room.



2. SANITATION OF GUEST ACCOMODATIONS

Housekeeping team use of gloves, face shields, and facemasks while cleaning and disinfecting guestrooms.

After the guests' departure, the room undergoes an ventilation and sanitation procedure with ammonium quaternaire, using of UV light, that disinfects every corner of the room.

All rooms have a 70% alcohol-based disinfecting gel dispenser.

3. SANITATION OF AREAS

We have dispensers in areas so that guests and employees can disinfect their hands at all important contact points.

Public areas will be sanitized daily.

Indoor and outdoor soft furnishings will be disinfected and spaced according to social distancing requirements.



4. PROTOCOLS AT THE BEACH CLUB

After every service, chairs and table surfaces are disinfected.

Every physical menu is disinfected before being handed to our guest and upon the restaurant's closing.

As a part of the table setting, our waiters will hand clean and disinfected silverware as well as napkins to every guest at their table.

Table mats are not used as they could be a bacteria hosting surface.

Restaurant seating is limited to 50% and distance between tables is increased

5. FLEXIBLE BOOKING

Our flexible booking program offers you the freedom to modify the dates of all existing and new reservations at any of our properties for and during May, to any alternative date between June 1 and December 15, 2020—at the same rate and under the same conditions as the original reservation.

No penalties for date changes will apply. Reservations may also be deferred to 2021. In such case, any season rate difference between the original booking and 2021 date will apply.



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