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Protocol Vista Sol Punta Cana Beach Resort & Spa **Post Covid-19**

- We will strengthen hygiene and safety standards in all areas of the hotel according to the recommendations of Cristal International Standards. They work together with us carrying out the Health Risk Management audits of the hotel.
- We will implement the POSI Check (Prevention of the Spread of Infection) and the Room Check by Cristal. These systems are monitored daily and provide a significantly lower risk of infectious diseases and ensure proper disinfection of all our rooms and different hotel areas.
- To protect our guests, we will place particular emphasis on the proper social distance (2 meters) and the use of mandatory masks while circulating through all the hotel's common areas. (reception, bars, restaurants, swimming pools, beach, theater, Spa, gym, etc.)
- All our staff who makes physical contact with guests will always wear a facemask and be subjected to a temperature check before entering their work area.
- We will carry out intensive Programs of Fumigation and disinfection in all rooms, bars, restaurants, and other common areas. Keys and surfaces such as doors, stair rails, elevator buttons, counters, and floors will be disinfected.
- We will reinforce the placement of hand gel sanitizer dispensers throughout the hotel and in all our rooms.
- Signs will be installed in all public spaces about health and safety measures concerning COVID-19.
- We will have an adapted isolated and disinfected room to accommodate potential guests with COVID-19 confirmed or presumptuous.
- We have a 24-hour medical assistance service inside the hotel (Extra charge).

Reception:

- Disinfectant carpets with water and bleach will be placed. Our guest's suitcases will be cleaned when they arrive at the hotel to ensure the correct disinfection of shoes and luggage wheels.
- A body temperature control monitor will be activated for each guest at the time of admission to the hotel. Each guest will be required to sign a health statement guaranteeing that they have not been in direct contact with persons diagnosed with COVID-19 in the last 14 days.
- We will place methacrylate screens and safety distance marks on the floor, indicating the corresponding distance that must be taken between guests at all times.
- Our guests can make their web check-in in advance through our website or through the hotel's application to minimize waiting time and avoid unnecessary crowding. Only one guest per family group will pick up room keys.
- A facemask will be hand over per guest at check-in, and each guest will put on their hotel wristband.
- Our Reception staff will be trained to provide our guests with information about our Protocol, medical or pharmaceutical services they may need.

F&B (Bars & Restaurants):

- We will reduce in all our Bars and Restaurants the number of places to ensure the corresponding distance between tables and chairs according to the related regulations.
- At the Restaurants, there will be a Hostess receiving our guests and sanitizing each of them in a regulatory way at admission.
- We will offer a personalized service in all our Bars and Restaurants to handling cutlery and Food & Beverages.
- The seating and standing capacity in our Bars will be limited, respecting the corresponding distance.
- Additional cleaning and sterilization measures shall be taken for all commonly used items.
- Tables shall be cleaned and disinfected after each customer service and replacement.

- Self-service machines will be removed and replaced by individual products or personalized attention.
- À la carte restaurant menus will be offered using QR code or via a mobile phone app.
- Hydration stations with self-service will be removed from Bars, Restaurants, and common areas.
- In the kitchens, all our staff will be adequately uniformed with facemasks and gloves; disinfection of tableware and cutlery with temperatures above 80 degrees Celsius and the cooking of food at temperatures above 70 degrees Celsius.
- Tablecloths and napkins will be washed industrially at a temperature greater than 60° degrees.

Rooms:

- Our housekeeping team will be uniformed with the appropriate equipment (facemasks and gloves). It will perform deep cleaning work, ventilation of rooms, and common areas.
- The cleaning of surfaces and frequent use objects (telephone, remote control, handles, switches, taps, toilets, etc.) will be reinforced.
- Our staff in charge of cleaning, maintenance, or other areas will enter the rooms with the appropriate protective equipment for the service to be performed. The guests must wear the facemask. At the same time, the worker remains in the room.
- Bed linen will be changed at least every two days; or when requested by the guest.
- A cleaning and disinfection certification card shall be affixed after the cleaning service has been completed.
- There will be a reduction in the number of decorative objects, amenities, and printed items that are not essential.

Entertainment:

- There will be animation activities that allow for the corresponding distancing. All physical contact activities or that objects must be shared will be removed.

Mini-Club:

- The admission of children will be limited and outdoor activities will be prioritized.
- The frequency of cleaning and disinfection of the children's area, used objects, games, and facilities will be increased.

Swimming Pools & Beach:

- It will be checked that each guest takes a last shower before entering the pool and will limit access to respecting people's capacity to appreciating the appropriate social distance.
- All our sun loungers and pool and beach beds will be reduced according to the corresponding distances.

Spa & Gym:

- For our guests' protection, access to the gym and Spa will be limited by requesting a reservation before any service.
- Our staff will be uniformed with the appropriate equipment to provide a safe and hygienic service.
- After using each of the gym machines between guests, cleaning and disinfection will be carried out.

- This Protocol was designed to ensure the safety of our guests and collaborators, and appropriate measures are being taken to contain the global pandemic caused by COVID-19 and to prevent contagion within our establishment. Depending on the progress of the pandemic at the regional and local levels, and the possible measures that government agencies may require of us, some of the services offered by the hotel may be subject to partial or total changes and/or restrictions.

Alfredo Picasso
Resident Manager