



CLUB CALA
PUERTO RICO



Dear valued guest,

Our goal is to provide guests with assurance and peace of mind when they stay at our resort. In order to meet the evolving guest expectations, we have enhanced some rigorous protocols in compliance with local and federal regulations, allowing our guests to be at ease and focus on enjoying the unforgettable experiences while protecting our Team Members who are on the front lines. These protocols will be visible to guests during their entire stay in public areas throughout the resort, in the guest rooms, and in food & beverage outlets. To provide you with the safest and cleanest stay while you are with us, while protecting our team members, we implemented our **Safe Guest Program** Protocols with the following changes to our operations:

Traveling from US or foreign country

All arriving passengers must comply with the following measures, applied to further safeguard residents and visitors before arriving to Puerto Rico:

- Due to Government of Puerto Rico Executive Orders, to check in to our hotel, all arriving guests, including children of ages 2 and above, will be required to present negative results of a molecular PCR COVID-19 test sampled within 72 hours of your arrival date on the island.
- Failure to comply with the testing or proof of arrival requirements will result on a mandatory 14-day quarantine for all who arrive to Puerto Rico (residents, visitors, corporate travelers, etc.). A mandatory quarantine means that you cannot leave your room.
- The mandatory quarantine can be lifted if traveler can present a negative molecular COVID-19 test result (which consists of a nasal or throat swab), taken no more than 72 hours prior.

Mandatory Wellness temperature check point for all guests and team members

Upon arrival you will be welcomed by our health and safety officer in our entrance check point. The officer will conduct a temperature screening to ensure every guest who enters the property does not have a 100.4 F or higher temperature, disinfect your bags and provide you with a face mask if necessary. Temperature will be also checked every time before entering the main building. The use of face mask is mandatory in public areas like the lobby, hallways and food outlets.

Arriving and In-house guests running a temperature of more than 100.4° F (per the CDC guidelines) should be offered assistance. After conducting the secondary screening and confirming that is a suspected case, the lodging staff should direct guest to the closest hospital or medical facility for examination and to be cleared from illness. If guest refuses to seek medical care, they will be denied entry to the property and must receive a copy of the property's policy and Guest Safety Guide.

Pre-Arrival Registration and Information

Staff will contact guests via E-Mail to inform them about the specific health and safety actions implemented by our property. Reservation and information will be confirmed to ensure a quick check in process. Confirm check out plans so folio can be ready at the expected checkout time. Basket will be placed at the front desk for guest to leave used keys for disinfection before any future use.

Payment processing

Touchless payment methods that allows contactless credit cards, Apple Pay, Android Pay, room charges among others are in our front desk and food and beverage outlets and are highly encouraged for guest to use.

Housekeeping & Maintenance Requests

Guest housekeeping requests will be delivered to rooms in sealed bags at the door. Should housekeeping and maintenance team members be required to enter the room for cleaning or request, no guest will be allowed inside the room while the team member is inside.

Guest Rooms

Guest rooms are sanitized prior to your arrival following strict cleaning protocols with Ecolab EPA approved disinfectant products. We will also use new enhanced technologies, including fogger and electrostatic sprayers with hospital-grade disinfectant to sanitize guest rooms.

Additions to our normal high standard, including more rigorous cleaning and disinfecting protocols in rooms, with particular attention paid to high-touch items.

Decluttering rooms by removing paper and guest directory and supplementing with a digital replacement application of Angel as well as making items available upon request.

After room sanitation is complete, we certified the room until your arrival with a card and a door seal.

Oasis and Dolphin Pools

Capacities at our pools, have been changed to support social distancing and will be observed at all times. To comply with social distancing pools will operate at a capacity of 30% as established by the Governor's Executive Order 2020-077. Due to the limited capacity and for the enjoyment of all guests, scheduled hours will be assigned as follows: **9AM, 11AM, 1PM, 3PM & 5pm** for pool usage. On Fridays and Saturdays pools will remain open until 7pm. Poolside chaise lounges have been configured with proper spacing. Please do not move or rearrange pool furniture. Each is sanitized between guest use and pool deck is cleaned daily after pool closure.

Towels will be handed by an employee at any of our pools and must be returned before leaving the pool area.

Food & Beverage

Capacities at our Royal Mart and Oasis Pool Bar have been changed to support social distancing. Adjusted food and beverage service in accordance with current food safety recommendations and included room service offerings.

All room food deliveries will be delivered in disposable, eco-friendly containers outside guest door.

Health and Safety Signage

We remind our guests to maintain physical distancing as well as health and safety protocols and they are visible throughout the entire property.

Hand Sanitizing Stations

We have installed additional hand sanitizer dispensers throughout the entire property. These are strategically situated in all common public areas including all entrances, front desk, concierge stand, lobby, pools, food and beverage outlets and outside and inside each bathroom throughout the facilities.

Public Areas

We have increased the frequency of cleaning of our public areas with particular attention paid to high-touch items. We have removed or re-arranged furniture to allow more space for physical distancing.

Staff

Team members are always required the use of face mask. Team Members are provided with personal protective equipment and enhanced training designed to protect their well-being and receive COVID-19 training on safety and sanitation protocols.

What is expected from our guests for their own safety and the requirements per the local authorities.

- It starts with you! Please remember to wash your hands often with soap and water.
- The use of face mask is mandatory in public areas like the lobby, hallways and food outlets unless you are swimming or eating.
- The Puerto Rico and the Municipal Police will be imposing \$100 fines non-complying persons and \$500 fines for violations in commercial establishments.
- If you feel any symptom of coronavirus you must immediately notify the administration and stay in your room.
- Follow all health and safety protocols to ensure the safety of all guest and staff members
- Governor of Puerto Rico current Executive Order:
 - Public areas curfew is from 9:00 pm to 5:00 am
 - On Sundays there is a full lockdown. Only pharmacies, gas stations, supermarkets and carry-out food is available.
 - Dry Law will be in effect from Saturdays 5am to Mondays 5am.
- Any person traveling from the US or a foreign country shall abide by the Governor of Puerto Rico Executive Order 2020-052.

DUE TO THE EVOLVING NATURE OF THIS SITUATION, SOME HOTEL SERVICES MIGHT BE LIMITED AND DETAILS ARE SUBJECT TO CHANGE.

We want our guests to know and understand what we are doing as their health and safety is our priority. It's equally important to us that our team members know the changes we are making to help safeguard their health as they serve our guests. We hope that with these new practices, our valued guests can feel safe and allow us to provide the very best hotel experience.

For additional information please contact us at our front desk.

12-4-20