



**Safety, hygiene and flexibility
to travel again
and staying with us.**

POSADAS®



Global prevention, hygiene and sanitation program

Dear clients.

At Posadas for more than fifty years, we have been like a second home to our guests. So today more than ever, we reaffirm our commitment to our clients, guests, and employees.

We have developed a global prevention, hygiene, disinfection, and sanitation program called TRAVEL with Confidence, for the more than 180 hotels that make up Live Aqua, Grand Fiesta Americana, Fiesta Americana, The Explorean, Fiesta Inn, Gamma, and one. The program, in partnership with 3M, will involve the use of its products, in each stage of the cleaning processes in all hotel spaces.

We are implementing the most effective sanitary measures to be able to continue to offer our guests, clients, and employees memorable experiences in a safe environment, from the moment of arrival, through public areas and elevators, to accommodations. Our protocols follow the recommendations of official organizations such as the Mexican Government, the Mexican Health Secretary, the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), and the World Travel & Tourism Council (WTTC), among others. Likewise, as Posadas we participate in the preparation of the Global Protocols for the New Normal led by WTTC.

All hotel employees are trained in prevention, hygiene, disinfection, and sanitation protocols like hand washing, social distancing, and constant cleaning of work spaces and equipment, as well as the necessary added measures for their safety and the one of those around them. Protocols include employee dining rooms and meeting spaces.

The global Travel with Confidence program includes the following protocols:

Check in & check out

We have installed acrylic shields on every front desk to avoid direct contact with guests.

We will provide each guest with a **kit of hygiene and protection products**. We will also be providing digital Check in and express Check out for safety and efficiency. We will also be providing digital Check in and express Check out for safety and efficiency.

Accommodations

The new prevention, hygiene, disinfection, and sanitation protocol includes three steps:

1. Thorough cleaning of all spaces: hallway, rugs, floors, table, bureau, chair, sofa, bed, bathroom, and shower.
2. Secondary sterilization with **3M** products approved against SARS-CoV-2 by the United States Environmental Protection Agency (EPA).
3. Sanitary misting of the whole room. Thus we offer more protection, security and confidence to our guests.

Food and beverages

In food and beverage management, we have the highest standards and certifications such as the 'Distintivo H' for city hotels and 'Cristal' for beach hotels. We have reduced the capacity of diners

in all restaurants and we have applied a healthy social distance between tables. Grab and go service is also available, thus offering greater safety and confidence in the handling of food. We are using disposable placemats featuring a QR code so guests can access the restaurant's menu while avoiding the use of physical ones. Temporarily all buffet services will be removed from our hotels, guaranteeing greater protection for all our guests.

Public areas

We have increased the frequency of cleaning and disinfecting of public areas: reception, doors and hallways, elevators, co-working spaces, and gyms. We have also installed clear signage to facilitate healthy social distancing.

Pools

The pools will have a maximum capacity, and the lounge chairs, beach cabanas, and umbrellas will be separated to ensure a healthy social distance between our guests. We have also increased the frequency of disinfection of swimming pools.

Maintenance

The hotel's maintenance staff is responsible for the operation and hygiene of the air conditioning equipment, and the supply and correct application of all the products that are part of the Travel with Confidence program.

Flexible reservation policy

We are aware that in the current context you may need to make changes to your plans. So our reservation channels are open to reschedule them with full flexibility in changes and cancellations.

Supporting the medical community

In solidarity with the medical community in Mexico and with the objective of providing them with a resting place during the current contingency, we are providing more than 15,000 free nights, food, transportation, and meeting rooms to health professionals who treat COVID-19 in Baja California, Chihuahua, Mexico City, Jalisco, Oaxaca, Puebla, Quintana Roo and Yucatan.

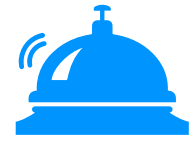
Fiesta Rewards®

At Fiesta Rewards®, the best loyalty program for frequent travelers that recognizes and rewards guests for their choice to stay at our hotels, we have appreciated and recognized your loyalty for over thirty years. We know that your safety and that of your family are the most important. That is why we have extended the validity of your Fiesta Rewards points until December 31, 2020, and your membership level until January 31, 2021, so you can continue traveling and sharing great moments with your loved ones.

We appreciate your preference and reliance during this difficult but necessary recess. We work to reinforce our protocols and create new ones to assure your safety as well as that of our collaborators.

We are ready for your arrival and keep creating memorable experiences together.

Affectionately
José Carlos Azcárraga
Director General Posadas



1. Check-In and Confidence Kit

We want to offer you safe measures and avoid physical contact. We invite you to check in using the digital kiosks available at some of our hotels. Our staff members will be there to assist you.

Upon arrival, our guests will find.

Main Actions:



1. Guests who do not own a face mask will be provided one at the entrance of the hotel.



2. Temperature checks will be conducted for everyone entering the hotel.



3. Hand sanitizer dispensers will be placed in accessible locations.



4. Digital check-in will be offered to prevent unnecessary contact.



5. Guests will be provided with a **Confidence Kit** containing a face mask, disinfecting wipes, and a hand sanitizer.

Actions:

- Hand sanitizer dispensers in high-traffic areas.
- Luggage disinfection provided by our welcome staff. Our products are friendly on materials such as leather, vinyl, fabric, chrome-plate, etc.
- Self-parking (no valet parking needed).
- Acrylic barriers at the lobby.
- Removal of newspapers and magazines.
- Key programmer at their disposal.
- **Confidence Kit** with hand sanitizer, disposable face mask, and sanitizing wipes.
- Self-parking (no valet parking needed).
- Acrylic mailbox to deposit their keys upon check-out.
- Disinfection of packages and delivery outside guest room.
- Sanitizing mats will be placed in all guest access.

Confidence Kit

TAKING CARE OF YOU IS OUR NUMBER ONE PRIORITY

At Posadas, our priority is you. So when you stay at any of our hotels, you will receive the **Confidence Kit** for your safety and protection.

This Kit contains:



1 hand sanitizer 1.3 fl oz (40ml) 70% alcohol

- Eliminates 99.9% of viruses and bacteria.
- 70% alcohol percentage makes it highly effective.
- Apply only on clean hands.
- Apply generously on hands as if it were soap for 30 seconds and let dry.



1 three-layer face mask with certified heat seal

- 95% bacterial filtration efficiency.
- Hypoallergenic.
- Decreases fluid transmission between people.
- Prevents the spread of viruses and bacteria.
- After putting it on, it should not be touched.
- It must cover both nose and mouth.

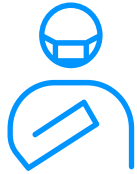


1 pack of disinfecting wipes

- Ideal for disinfecting surfaces and giving you greater security and confidence.
- Quick disinfection.
- Disposable (use only once per surface).

Digital Check In:

Steps:



1. Following TRAVEL with Confidence protocols. A Host will welcome you and guide you through digital check-in.



2. Enter your name, reservation number or member ID on the tablet.



3. Confirm reservation details.



4. Confirm personal information.



5. Review and agree to our Privacy Notice.



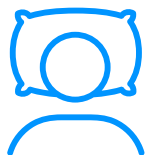
6. Sign registration card.



7. The total stay gets charged to your credit card. Some hotels will require a monetary hold for incidentals.



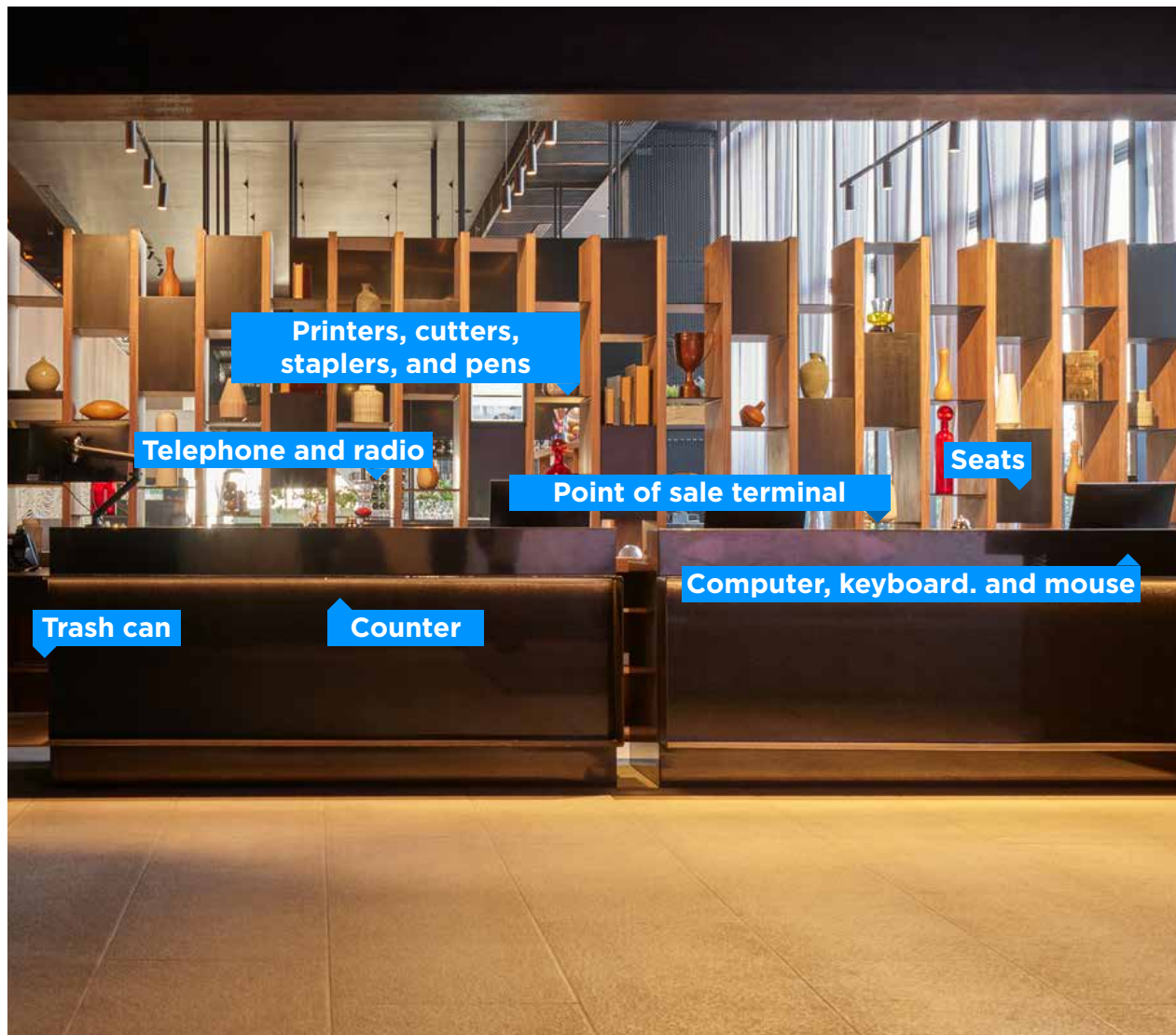
8. Activate hotel key cards.



9. Enjoy an unforgettable vacation!

TRAVEL with Confidence at the Check-In Area

Deep cleaning/Disinfection



Elevator
and handrails



Windows



Curtains
and seats



Elevator
buttons



Hotel key
card



2. Public areas

According to guidelines provided by official authorities, we have developed strict disinfection processes so our guests can enjoy our public areas safely. We developed a partnership with **3M** and are using their cleaning and disinfecting products. All of them are approved by the US Environmental Protection Agency for the use against SARS CoV-2- in all hotel areas.

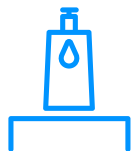
Main Actions:



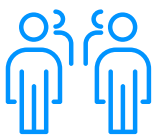
Closing of non-essential areas: Non-essential public meeting spaces such as spas, bars, and recreational areas for children will remain closed until further notice. We will be attentive to updates by authorities and health organizations about when it will be safe to reopen them and which protocols to follow for their use. Pools are open following social distancing guidelines as indicated by the authorities.



Access to areas with limited capacity: Hotel staff will inform guests about access protocols to the hotel's public areas so as not to exceed maximum capacity and as to maintain social distance and a better control of disinfecting and hygiene processes.



Hand sanitizer dispensers: Visible signage will indicate the locations of hand sanitizer dispensers. Strict measures will be taken in highly transited areas such as basic health, hygiene, and social distancing recommendations as well as cleaning and disinfecting measures.



Spaces with a maximum capacity: Social distancing and limited capacity will apply in our stores, event rooms, restaurants, and elevators as determined by authorities.

Actions:

- **Usage of a face mask is highly recommended** in public areas.
- **Elevators cannot be occupied by more than four people**, and they should all face towards opposite corners.
- We will place **hand sanitizer dispensers** in all elevator areas.
- We will disinfect public areas constantly.
- Please respect **social distancing** of at least 6 feet.
- **Follow instructions** found on signs in hotel public areas.
- If you cough or sneeze, **please cover your face with a tissue or your inner elbow**.
- Do not forget to **wash your hands frequently** for at least 20 seconds.
- Always **have your Confidence Kit with you**.
- Please **avoid physical contact** such as greeting with a kiss on the cheek, handshake, or contact in general.

Gyms, spas, and swimming pools:

- These measures will be adapted according to guidelines provided by authorities.
- Gyms can only operate at 50% capacity.
- Spas will remain closed until further notice.
- Sanitizing protocols in swimming pools will be doubled.
- All deck chairs will be placed considering social distancing measures.

If you feel sick or show any COVID-19 symptoms, please let us know. Your well-being is our top priority. We will evaluate the situation together.

TRAVEL with Confidence at the Lobby

Deep cleaning/Disinfection



Elevator
and handrails



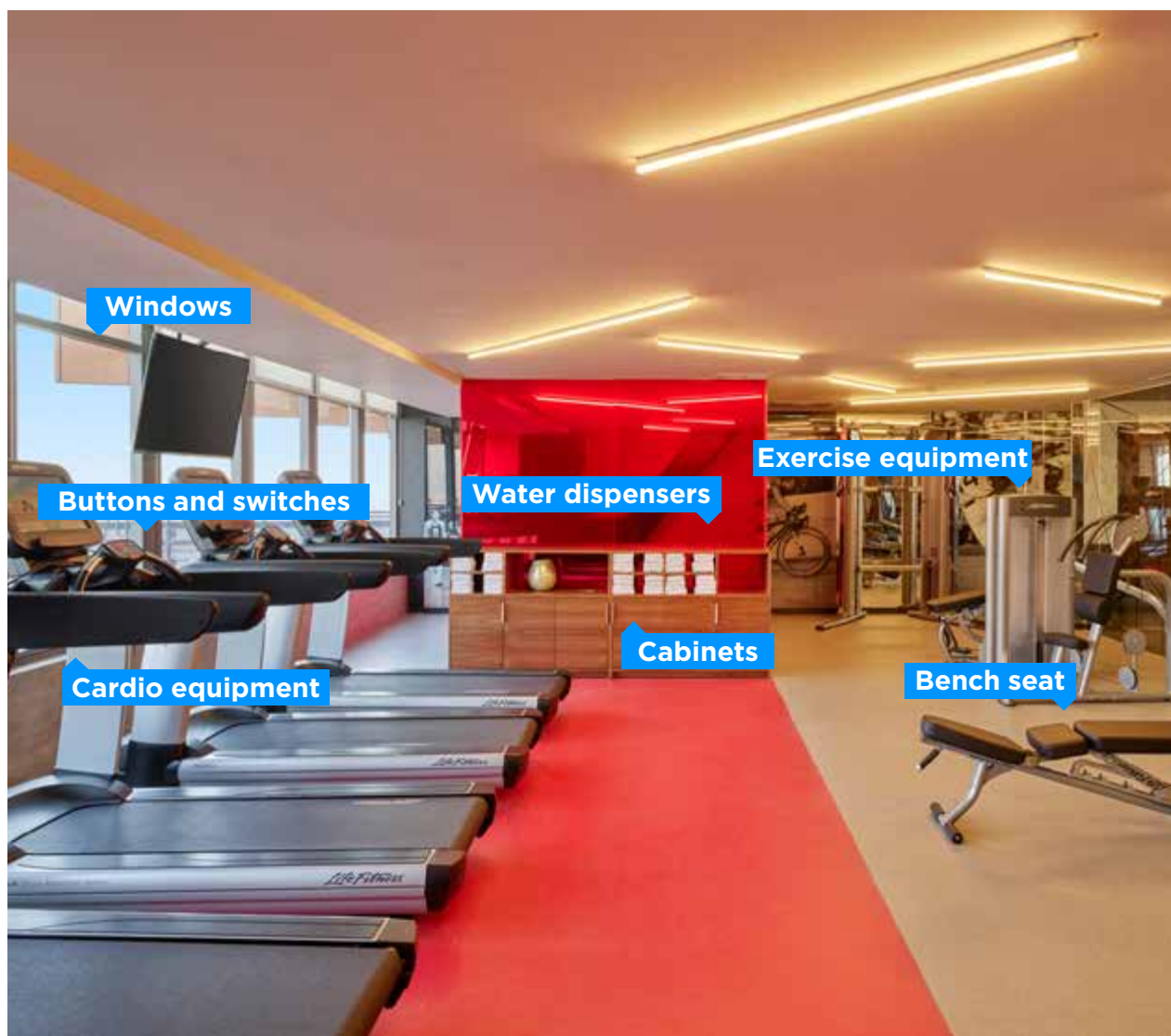
Elevator buttons



Trash can

TRAVEL with Confidence at the Gym

Deep cleaning/Disinfection



Light switches



Remote control



Door knobs



Bathrooms

TRAVEL with Confidence at the Halls

Deep cleaning/Disinfection



Suitcase handles



Vending machines and ATMs



Cabinets and furnishings



Elevator and handrails



Light switches



Elevator buttons



Windows

3. Room cleaning and disinfection



Safety and hygiene for your rest

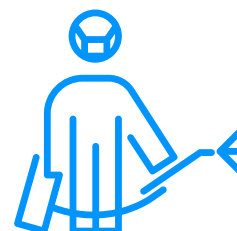
To provide you a safer environment and boost your trust, we partnered with **3M** Commercial Solutions for Cleaning, Sanitizing, and Disinfecting to determine the use of disinfecting, bactericide, virucide and fungicide products approved by the Environmental Protection Agency (EPA).



Regular housekeeping continues as specified in our protocols.



We will apply **3M** products on all hard surfaces such as door knobs, walls, windows, table tops, toilets, and bathrooms, killing 99.9% of fungi, bacteria, and viruses.



To achieve better coverage in the disinfection process, we will spray another specialized **3M** product on soft surfaces such as fabrics, curtains and furniture to inactivate any pathogen or microorganism.

Frequently asked questions

How do you clean my room?

How do you clean my room?
At least 24 hours before your arrival, our hotel staff will carry out the 3-step cleaning and disinfecting protocol:*

- Deep cleaning
- Disinfection
- Sanitary misting

*Only using the quality of **3M** products.

Can someone enter my room?

No, after this protocol no one will be able to enter your room.

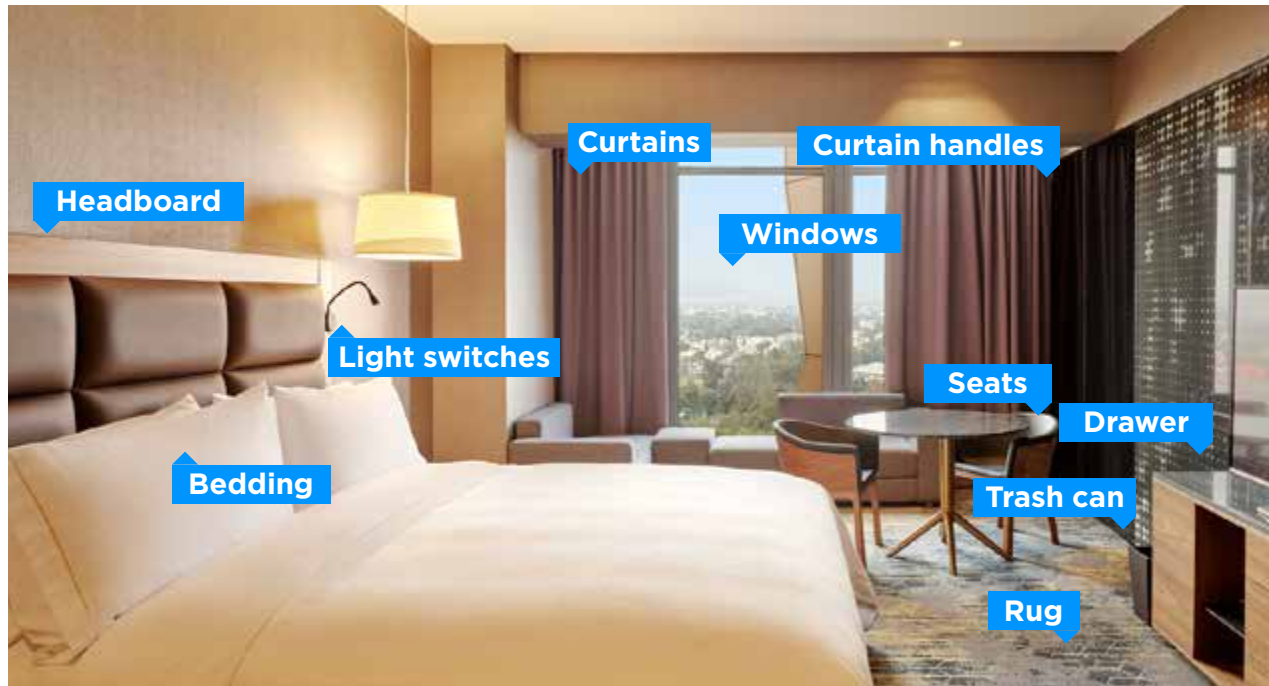
Are my towels and bedding clean?

For your confidence, all towels and bedding are separated by type and undergo a process of washing, disinfection, and drying while keeping agitation of dirty linens to a minimum.

TRAVEL with Confidence at your Room

Fiesta Americana

Deep cleaning/Disinfection



Bathroom
and shower



Cabinets and
furnishings



Towel hangers



Desk, night
table, and
chairs



Light switches



Remote control



Thermostat



Telephone



Door knobs

TRAVEL with Confidence at your Room

one

Deep cleaning/Disinfection



Bathroom and shower



Water faucets



Cabinets and furnishings



Desk, night table, and chairs



Chair



Remote control



Door knobs

Main Actions:

- You will find **hand sanitizer dispenser** on every floor.
- Guest rooms will be **sprayed** using special equipment.
- Bed linens will be carefully disinfected and delivered to guests in a sealed plastic bag.
- Your room will be **sanitized and disinfected at least 24 hours before your arrival**. None of our hotel staff will have access to your room once this process has been completed.
- We will pay **special attention to cleaning high-contact surfaces** such as the phone, door knobs, light switches, air conditioning panels, minibar handles, and corners.
- **All non-essential items from your room will be removed**. Only the TV, remote control and the trash cans will remain, and they will be carefully disinfected.
- Our **air conditioning system works with negative ions**, which reduce loose particles in the air that may cause respiratory illnesses. They also neutralize odors, freshen the environment, and help reduce air pollution.



4. Food & beverages

We want you to continue to enjoy the best food, all prepared under **the strictest safety and hygiene measures**. We are offering individually packaged, healthy options, with the best flavor and freshness.

All staff members will respect **social distancing**, measures and wear **face masks, gloves and caps** at all times. Disposable tablecloths with QR codes will be provided, so that you can check the menu on your mobile device. Equipment and production areas will be **disinfected constantly**.

Main Actions:



1. Social distancing, never exceeding 50% capacity.



2. Usage of protective screens as well as digital devices to view menus and for payment transactions.



3. Use of face mask and hairnet.



4. Individually packaged food delivery service.

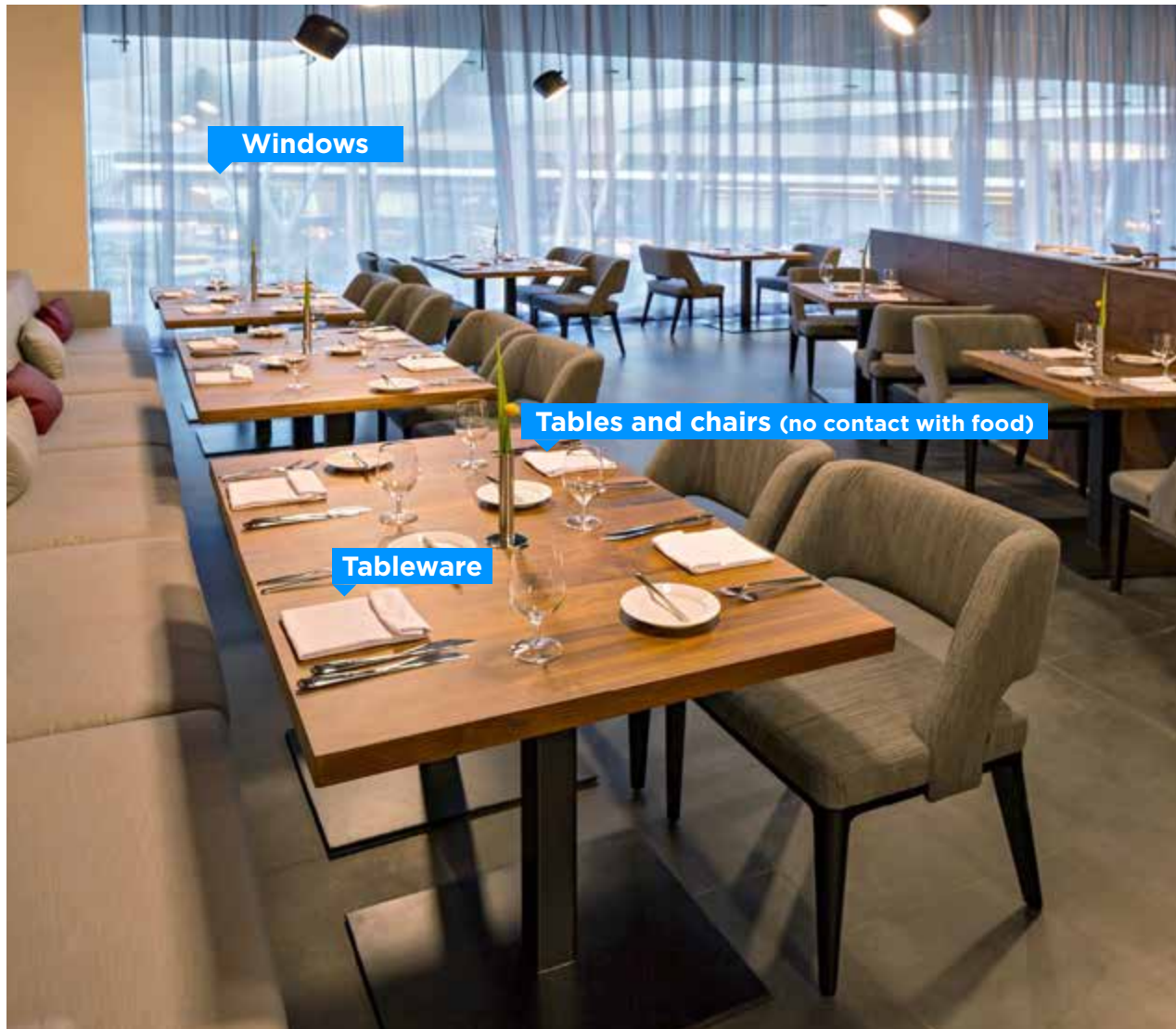
Actions:

Restaurants and bars:

- Guests will only be able to attend with a previous reservation; capacity will never surpass 50%.
- Social distancing between tables will be enforced. Only people sharing a room may share a table.
- Food management will be carried out under the standards dictated by Distintivo H, an award given by the Secretary of Tourism and the Secretary of Health that follows the hygiene standards of Mexican Law NMX-F605 NORMEX 2015.
- Buffets will be replaced by packaged products or individual servings.
- Minibars will remain empty and closed in all Fiesta Americana city hotels. At Fiesta Americana resorts, they will remain open, following the same protocols as in restaurants and maintaining the same quality standard that our Cristal certification with Check Safety First dictates. This program controls points of risk in food management, and is based on an internationally recognized system for food hygiene and safety management.

TRAVEL with Confidence at Restaurants and Bars

Deep cleaning/Disinfection



Menu



Restrooms



Vending
machine
and ATM



Tray and
service



Point of
sale terminal

Terraces:

- All of our terraces will be subject to social distancing protocols and operating at 50% capacity.

Room Service:

- All menus from guest rooms will be removed. You may order on your TV screen or using the Fiesta Rewards app.
- Please inform the front desk if you wish to have the food delivered outside your room in order to avoid contact.
- Ice will be available upon request.

Catering and Coffee Breaks:

- Event capacity will be limited according to the number of attendants determined by the authorities.
- Social distancing measures will be respected in all settings.
- All dishes will be covered in plastic.

POSADAS®

