



**Safety and hygiene program for
groups and banquets.**

POSADAS®



Cleaning and disinfection plan for groups and events

As part of Travel with Confidence, our security, hygiene, and flexibility program that allows our guests to travel and stay with us again, and operating under the same outline, we have developed a cleaning and disinfecting plan, as well as a series of recommendations for groups, conventions, and events (such as meetings, conferences, social happenings, weddings, and banquets).

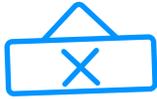


1. Public areas

Following official guidelines, we have developed this plan under strict disinfecting protocols so you can enjoy our public areas and celebrate all sorts of events with total confidence and peace of mind. To upgrade our safety levels, we have partnered with 3M and determined the use of bactericides, virucides, and fungicides –all of them approved by the US Environmental Protection Agency– in several areas of the hotel.



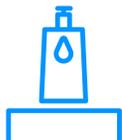
Main actions:



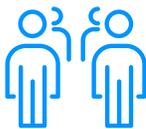
Closing non-essential areas: Non-essential public spaces, such as bars and children's playgrounds, will remain closed until further notice. We will wait for instructions from the authorities and health organizations to decide and inform guests on when these areas will reopen and what the access protocols will be. For the time being, basic measures for events and banquets will be the following.



Access and capacity: Our staff will keep guests informed about access protocols for different public areas in order to uphold capacity at its recommended limit, as well as necessary social distancing.



Sanitizing gel stations: Guests will be informed about available sanitizing gel at all times through signage.



Maximum capacity: Our stores, event spaces, restaurants, and elevators will function under social distancing measures and the maximum capacity determined by the authorities.

Actions:

- All guests will have their body temperature taken.
- Use of mouth masks will be mandatory in all public areas.
- Please avoid physical contact, including greeting with kisses on the cheek, handshakes, or contact in general.
- Please respect social distancing: 2 m (six ft) between every person.
- Follow signage in all hotel public areas.
- If you cough or sneeze, please cover your mouth with a tissue or cough/sneeze into the inner part of your elbow.
- Remember to wash your hands frequently (do it for 20 seconds) and apply sanitizing gel, available at our facilities.
- Limited access to four people on elevator at a time, they must all face towards different sides.

2. Cleaning of public areas before, during, and after events



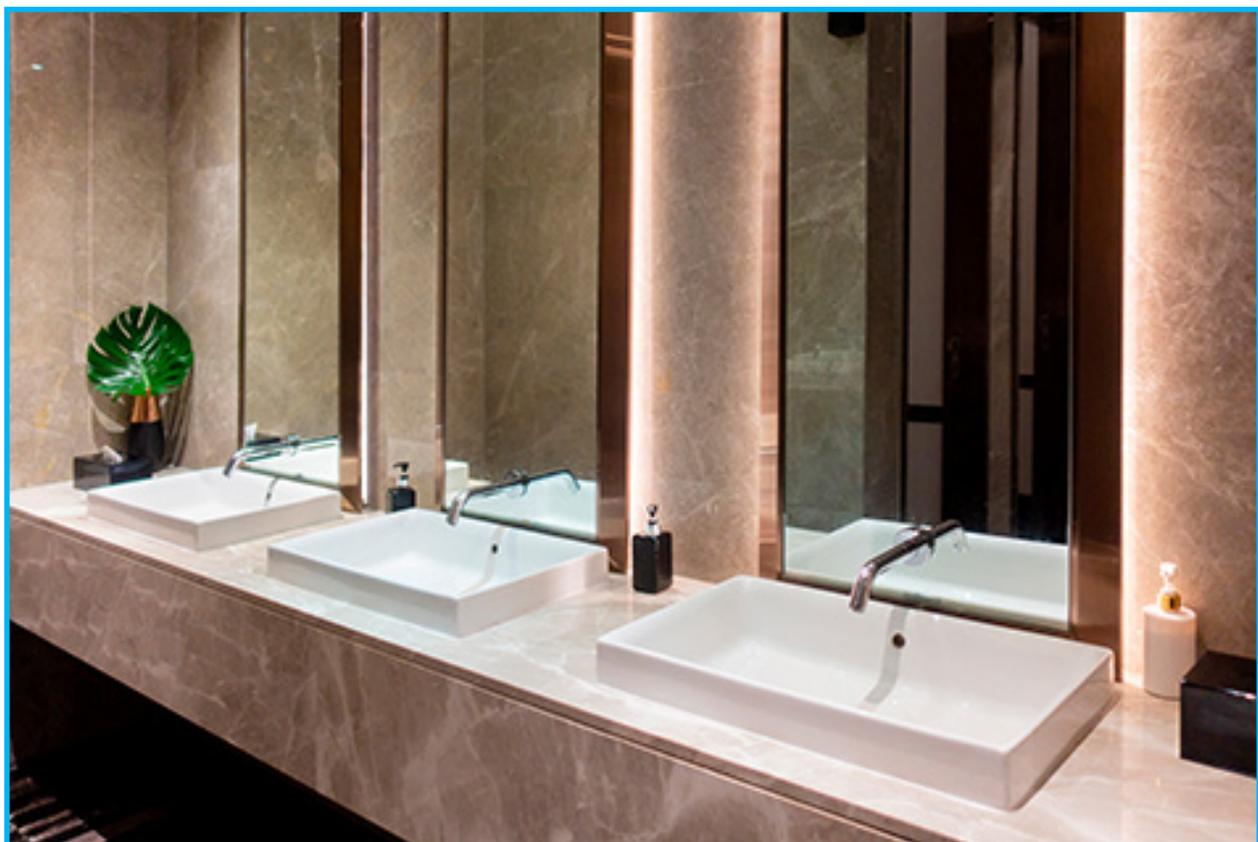
We want you to enjoy your events at our hotels, so our program includes a cleaning and disinfecting plan using 3M products that will commence at least 24 hours before the event and it will be repeated once the event is over. However, in public areas such as foyers, bathrooms, hallways, and the lobby, the process will be implemented more frequently throughout the day.

Bathrooms:

- Access to bathrooms will be limited to avoid crowds. Social distancing must be respected while waiting in line.
- Guests will find sanitizing gel and towels in bathrooms.
- Bathroom facilities will be disinfected every 30 minutes –or more frequently, if needed– with authorized 3M products.
- We will provide disposable towels for hand drying.

Foyer:

- Guests will find sanitizing gel and towels near doorways, elevators, and public phones.
- All paper materials (flyers, pamphlets, etc.) will be removed.



3. Cleaning plan for events and banquets



We have considered a series of strategies to guarantee that all events take place under strict safety and hygiene measures. These strategies involve our staff, employees, and suppliers who are in charge of your event.

Our staff's commitment

For your security, all members of our staff will wear a mouth mask, a face shield, and gloves at all times. They will undergo constant training so they can assist you and answer all your questions.

Actions:

- If you are a guest or an event planner, you must register through your preferred digital platform. We also suggest you to have a database of your guests that includes their general medical information, as well as flight and local transportation information.
- We strongly suggest you avoid the exchange of items such as souvenirs, promotional giveaways, and printouts. In case you hand out any of these, please follow all disinfecting protocols before you do.
- Social distancing must be maintained in all large meeting rooms and event spaces, and the use of face mouth masks will be mandatory.
- In smaller spaces, the use of face shields will be mandatory.
- Use of gloves will be mandatory when handling items such as microphones, remote controls, computers, projectors, etc.
- All audiovisual equipment will be disinfected before and after use.
- Microphones will be placed for each person in case of panel discussion.
- During Q&A sessions, the microphone will be handled only by a staff member or a person designed by the organizer.



- We will place a protective cover on microphones to minimize contact.
- We will designate special areas for supplier deliveries, as well as a disinfection area for delivered materials.
- Warehouses and storage areas will be sprinkled daily to guarantee all equipment is disinfected before being used for an event.
- We suggest maintain event spaces at a temperature between 23 and 26°C. (73.4 and 78.8 Fahrenheit).
- Our air conditioning system works with negative ions, which reduce loose particles in the air that may cause respiratory illnesses. They also help neutralize odors, refresh the atmosphere, and reduce air pollution.
- There will be a 2.5 m (8 ft) distance between speakers and audience.
- In order to avoid contact with attendees, one of our staff members will control the access with barcode readers or other digital devices; attendees must practice social distancing and show their passes to access event spaces.

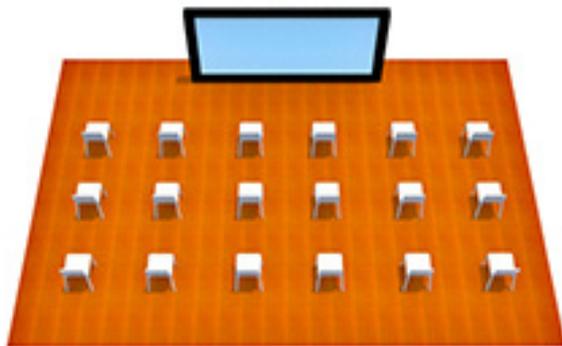


4. Cleaning and disinfection for every type of setting

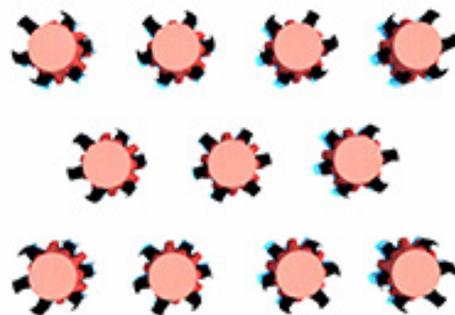
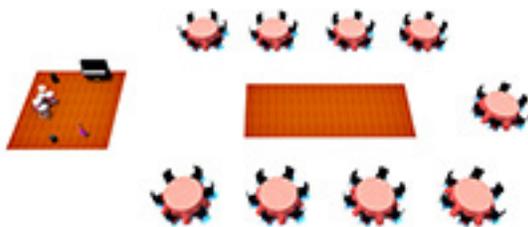


We will follow all necessary measures according to each type of setting, considering the number of attendees and assigned space*.

Actions:



- **Auditorium:** We will consider one guest for every 2 sq m (21 sq ft), depending on the size of the meeting room or event space.
- **Imperial:** We will maintain a distance of 1.5 m (6 ft) between each guest.

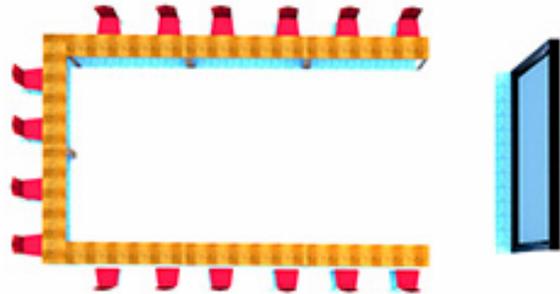


- **Banquet:** No more than six guests per round table; we will maintain a distance of at least 1.5 m (6 ft) between tables. We will consider at least 2 m (6.5 ft) between dance floor and/or live band stage and tables.

*If there are extra tables and chairs at any event, we suggest removing them to guarantee social distancing.



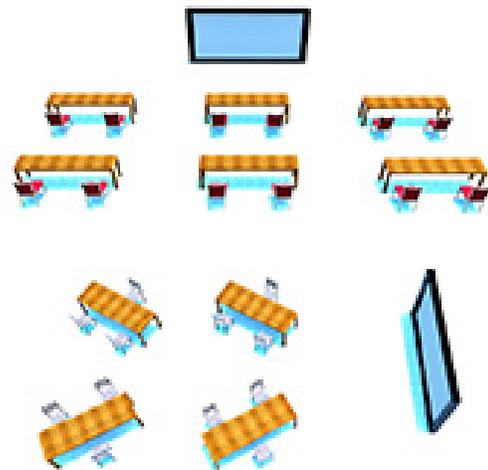
- **U-shape:** Four guests per round table. We will maintain a distance of at least 1.5 m (6 ft) between tables.



- **Horseshoe:** We will maintain a distance of 1.5 m (6 ft) between each guest.



- **Cocktail:** We will consider one guest for every 2.20 sq m (23.6 sq ft); in case there are cocktail tables or lounge furniture, we will consider one guest for every 1.5 sq m (16.1 sq ft). We will maintain a distance of at least 1.5 m (6 ft) between tables.



- **Classroom:** We will maintain a distance of 1.5 m (6 ft) between each guest; this applies for panelists as well.



5. Food and beverage

We want you to continue relishing the best food, which is why every item will be handled under Distintivo H, which guarantees that we operate under the guidelines dictated by the Secretary of Tourism and the Secretary of Health as hygiene standards according to the Mexican rule NMX-F605 NORMEX 2015.

On the other hand, our staff will maintain social distancing and wear mouth masks, gloves, and hair nets at all times. Our kitchens, equipment, and prep areas will be frequently disinfected.

Actions:

Tableware

- Our table linens will be disinfected at a temperature of 60 °C (140 Fahrenheit).
- All tableware –dishes, glasses, napkins– will be disinfected at temperatures above 80 °C (176 Fahrenheit).
- Our staff will use gloves at all times when placing and handling tableware.
- Shared condiments –salt, pepper, etc.– will be removed. We will provide individual condiments.

Canapés:

- All canapés will be presented and served individually.
- Canapés will be exclusively handled in stations and all pieces will be separated among them in order to ensure minimal interaction among guests' hands.
- Our staff will assist guests at canapé stations.

Plated dishes:

- Dishes will leave the kitchen covered and will remain that way until they are delivered to the guest.
- Our staff must wear protective equipment at all times.



Coffee Breaks

- Each coffee station will serve 25 guests in order to ensure social distancing between attendees. Stations will be installed in open areas or foyers.
- Snack and food stations will be installed separately, and food will be served in lunch boxes or disposable portions.
- Our staff members will assist guests during coffee service and will be wearing protective equipment.
- Snacks, such as cookies, pastries, and crudités, will be served in individual portions.
- All coffee supplies will be disposable and placed in plastic bags for special handling.
- All non-disposable items will be disinfected before, during, and after being used.
- All drinks will be served in individual portions -cans, bottles-; crystal glasses will be removed.

Buffet:

- Buffet will operate with separate stations in order to allow social distancing.
- Our staff will assist guests with all food services.
- All food items will be presented individually.
- We will remove ladles and serving spoons for guest use.





6. Weddings and social events

In accordance with the color system established by the federal government, once it has turned to yellow, restrictions for weddings and social events in open and closed spaces will be modified. We will follow safety and social distancing measures.

Actions:

- All social events will be planned in a way that ensures that social distancing is maintained and maximum capacity is not surpassed throughout the reception, food and beverage service, and the end of the event.
- We recommend you to inform your guests about the measures that will be carried out on the day of the event, as well as the new etiquette: avoid wearing ties, bow ties, scarfs, long or acrylic nails, jewelry and accessories that may carry any sort of virus.
- Venue layout consider several separate areas depending on the event, such as dance floor, bar, etc.
- We will ensure that room capacity does not exceed 50% and social distancing is maintained.
- Guests must wear mouth masks.
- If the event takes place in a smaller venue, we suggest guests wear face shields.
- Only a centerpiece will be placed, alongside sanitizing gel.
- All tableware –dishes, glasses, napkins– will be disinfected at temperatures above 80 °C (176 Fahrenheit) and will be placed at the time of serving.



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