

# General Protocol for Tourist Activities

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# General Protocols:

The Center for Disease Control and Prevention (CDC) produced a document titled Guidelines on Preparation in the Workplace for COVID-19. They can help prevent exposure to COVID-19 in the workplace and in non-healthcare settings, as well as offering planning considerations for preventing the spread of COVID-19 in the community. Based on these generalized measures, the economic sectors must implement specific measures and procedures to guarantee the health of employees and the rest of the community. In this sense, ministries related to reopening, sectoral ministries and business associations must work together to design the relevant protocols for each economic activity so that the gradual reactivation minimizes the risk.

Healthy Human Interactions	1. Ensure 6-foot clearance between employees and customers.
	2. Strengthen sanitary measures for high contact surfaces.
	3. Protect customers and employees from sick individuals.
	4. Ensure hygienic handling of high contact products.
Healthy Business Operations	5. Identify and isolate sick employees (check employee temperature).
	6. Allow flexible sick leave for employees to stay home when they are sick.
	7. Support flexibility in functions (ex. use second alternatives of supply chains and contractors).
	8. Manage absenteeism and allow remote work.
	9. Operate multiple locations without physical displacement.
Healthy Business Environment	10. Limit physical contact between employees (ex, barriers between workstations, limit shared equipment, maintain a meter of distance between stations).
	11. Improve building condition and air flow (ventilation).
	12. Encourage and educate about hygiene habits.
	13. Practice routine and specific environmental changes (ex. if an employee is positive for the virus).
	14. Enforce the use of personal protective equipment.

## Specifically, in order to comply with the three general approaches previously presented, the following is required:

### Healthy human interactions

#### Mandatory use of surgical masks or non-woven fabrics before, during and after business hours.

- Workers cannot share any personal protective equipment (PPE) such as gloves, masks, boots, glasses or others. The employer will ensure that each worker has their PPE.
- Specific trash cans must be provided to dispose of personal protective equipment.

#### Delay the reintegration of higher risk employees and encourage them to stay at home

- People over 60 years of age, HIV positive, active tuberculosis, cancer survivors, immunosuppressed, patients with sickle cell anemia or patients on dialysis do not return to work.
- Diabetics, asthmatics, hypertensive patients and pregnant women, their reimbursement is conditional on their doctor's approval, continuous monitoring by their doctors and consumption of their continuous-use treatment medications

#### Actively promote sick employees to stay home

- Employees with symptoms associated with the virus should notify their supervisor and stay home.
- Employees should not return to work until the criteria for interrupting home isolation of virus negativity in PCR tests are met, in consultation with healthcare providers.
- Employees who are negative for COVID 19 but who have a sick family member at home with COVID-19 should notify their supervisor and stay home teleworking, sending evidence of positive virus to someone in their family nucleus to their supervisor.

#### Separate sick employees

- Employees who appear to have symptoms (ie fever, cough, or shortness of breath) upon arriving at work must return home, or who initiate presentation of symptoms during the day should immediately separate themselves from other employees, customers, and visitors. and they must be sent home, requesting that the PCR test be performed as soon as possible.

- If an employee is confirmed to have a COVID-19 infection, employers should inform their coworkers of their possible exposure to COVID-19 in the workplace but maintain confidentiality. Co-workers should follow up for symptoms (i.e. fever, cough, or shortness of breath), and perform PCR testing on those with the most contact with the positive employee.

#### Identify where and how employees can be exposed to COVID-19 within the workplace

- Redesign workspaces to minimize face-to-face contact between employees and allow them to maintain a distance of two meters or physical block between workers, clients and visitors.
- Identify all the units that can telework and keep the employees of those departments at homes.

#### Train employees on how they can reduce the spread of COVID-19

- Disseminate information on COVID-19 through different physical and electronic means, including transmission routes, prevention methods, associated symptoms, among others.
  - Disclose material on the importance of frequent hand washing frequently with soap and water for at least 20 seconds or use hand sanitizer with at least 60% alcohol if soap and water are not available.
- approval, continuous monitoring by their doctors and consumption of their continuous-use treatment medications

#### Maintenance of Business Operations

##### Appoint a " COVID-19 Compliance Officer"

- Appoint a coordinator and person in charge of the implementation and observance of the prevention protocols of COVID-19, both individually and at the organizational level. This " COVID-19 Compliance Officer" must report to senior management and must be the point of contact with the Ministry of Labor.

#### Implement flexible and favorable sick leave policies and practices

- Make sure that sick leave policies are flexible and consistent with the public health guide and that employees know and understand these policies.

- Maintain flexible policies that allow employees to stay home to care for a sick family member or to care for children due to the closure of schools and daycare centers.
- Review human resources policies to ensure that policies and practices are consistent with public health recommendations and with existing laws in the workplace.
- Promote employee assistance programs, in terms of health (physical and mental), economic and social. Employees may need more social, behavioral, and other services, for example, to cope with the pain of a loved one's death.

### **Evaluate your essential functions and the trust that others and the community have in your services or products**

- Be prepared to change your business practices if necessary, to maintain critical operations (for example, identify alternative suppliers, prioritize existing customers, or temporarily suspend some of your operations if necessary).
- Identify alternative supply chains for critical goods and services.
- Promote the importance of sick employees staying at home among subcontracting companies and encourage them to develop non-punitive leave policies.
- Promote responsible business policies and strict observance of protocols among suppliers. Determine how it will operate if absenteeism increases due to the increase in sick employees, those who stay home to care for sick family members or to watch over their children.
- Design contingency plans to continue with your essential business functions in case you experience absenteeism higher than usual.
- Train employees to perform essential functions so that the workplace can function even if key employees are absent.

### **Maintenance of a Healthy Work Environment**

#### **Monitor for possible symptoms**

- Temperature review with digital infrared thermometers prior to the entry of each collaborator or client for medium and large companies.
- The personnel taking the temperature of the personnel upon entering the facilities should wear gloves, masks (surgical or similar) or respirators and when they finish, wash their hands and arms correctly.

### **Improve engineering controls using the building's ventilation system**

- Increase ventilation levels and avoid very low temperatures in offices.
- Increase the percentage of outside air circulating in the system.
- Install high-efficiency air purifiers in confined or air-conditioned spaces
- Disable finger clocks, markers, and fingerprint accesses in offices and processing lines to avoid cross contamination.

### **Support hand hygiene for employees, customers and visitors at the workplace**

- Establish mandatory handwashing at work, establishing handwashing stations at the main entrance with liquid soap. If this is not possible, provide hand sanitizer with 60% alcohol prior to entering the workplace.
- Provide disposable tissues and non-contact disposal containers.
- Provide soap and water in the organization's restrooms.
- Provide an alcohol-based hand sanitizer that contains at least 60% alcohol in each department.
- Place hand sanitizers in multiple common areas to promote hand hygiene.
- Post signs at the entrance and other common areas of the workplace promoting hand hygiene to help stop the spread of the virus.
- Encourage the use of contactless greeting methods.
- Eliminate magazines and newspapers in waiting areas and common rooms (such as break rooms and kitchens).

### **Perform routine cleaning and disinfection**

- Routinely clean and disinfect (at least every two hours) all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails, and doorknobs.
- Eliminate the use of equipment by more than one worker, for example sharing phones, desks, computers or other tools.

- Provide disposable wipes in each department so that employees can clean commonly used surfaces (ex, doorknobs, keyboards, remote controls, desks, other tools and work equipment) before each use.
- To disinfect, use products that meet EPA criteria for use against the external icon SAR-S-Cov-2, the cause of COVID-19, and that are appropriate for the surface.

*Perform cleaning and disinfection after people suspected / confirmed to have COVID-19 have been in the facility.*

*Promote general disinfection and cleaning during weekends, prior to the start of work.*

### **Avoid face-to-face meetings**

- Consider using videoconferencing or teleconferencing when possible for work-related meetings and gatherings.
- Consider canceling, adjusting, or postponing large meetings or work-related meetings that can only occur in person. When video or teleconferencing is not possible, hold meetings in open and well-ventilated spaces. Avoid crowding of employees.
- Increase the lunch and rest hours to reduce the number of people in common places. Reduce the hours of presence in the dining room or kitchen, giving the remaining time for personal enjoyment in the workplace.

- Promote lunch in outdoor areas.
- Allow staff to eat at their desks and intersperse lunch hours to avoid crowding of staff in dining rooms, holding employees responsible for cleaning their work area after lunch.

### **Disinfection of personnel transport**

- Personnel transport vehicles must be disinfected both on the way and back with 0.2% sodium hypochlorite.
- Personnel transportation may not exceed 50% of vehicle capacity, all employees seated by the window.
- Personnel transportation should be with open glass to promote air circulation.
- Conversations in the personal transport vehicle are prohibited.



# Tourism Sector Protocol

## HOTELS Subsector

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**Scope of application:** These measures are mandatory for hotels, resorts, inns, inns, bed & breakfasts, small inns, condo-hotels, guest houses, hostels and timeshare properties. In order to safeguard the health of guests, employees, visitors, and collaborators.

**Supervisory body:** The Ministry of Tourism of the Dominican Republic, together with the Ministry of Public Health, are established as supervisory bodies.

Likewise, a certification Program is established to be carried out through the Creation of a Quality Council headed by the National Association of Hotels and Tourism (ASONAHORES), which will be structured at the regional and subsectoral level, with the capacity to issue certifications designed to supervise and guarantee the faithful compliance of the measures established in this document.

These certifications will help demonstrate that lodging establishments are being effectively managed to prevent the spread of Covid 19, as well as provide the tools necessary to maintain a level of control in any environment, to give guests the security of your health and protection. Therefore, it will serve as a reliable support for customers regarding the existence of an effective program for the management and prevention of Coronavirus.

# Check-in Protocol

1. All guests at check-in will undergo a health check, which will consist of:
  - a) Taking body temperature using a non-contact infrared thermometer, which must be recorded in order to be subject to verification by the competent supervisory bodies.
  - b) A Declaration of health and travel. Each guest must report if they experience health symptoms of any kind and report if he / she has been in direct contact with someone diagnosed with COVID-19 within the past 14 days. Guests must indicate if they must complete self-quarantine or isolation during their stay based on the rules and policies of Public Health.
2. The reception staff must be trained to inform clients about the application of this protocol, medical or pharmaceutical services that they may require. As well as the isolation protocol to follow in the event that the guest presents a high temperature, or they have declared any suspicious symptoms or risky contact.
3. The digital check-in process will be encouraged prior to arrival at the hotel, so that the waiting period is minimal and only one guest at a time proceeds to retrieve their room key upon arrival, thus avoiding crowds on the front desk.
4. Install marks on the floor that indicate the safe distance (two meters), which must be kept between guests or groups traveling together while waiting to be attended.
5. Inform guests of security protocols against COVID-19 and how to obtain more information if required. Emphasize the essential use of masks in public / common areas.
6. Post signs to instruct guests who are not feeling well and have a fever. Include the location of the medical facility or isolation room, as well as information for the medical professional on site. Verbally reinforce this message at check-in.
7. Provide guests with a printed or digital version of the security protocols that are being implemented at the hotel. This information must include, at a minimum, the following:
  - Steps taken to safeguard employees and guests.
  - Guest expectations while on property.
  - Contact information for questions or concerns while on property.
  - Procedures established for possible cases of COVID-19 or exposure to it.
8. At the reception you will have: Disinfecting gel, disinfecting solution or spray with alcohol 70%, masks, disposable gloves, alcohol wipes, cotton wipes with alcohol, disposable handkerchiefs and specific garbage cans for the removal of hazardous waste, with pedal operated lid.
9. In a discreet and friendly way, the reception staff will indicate to the guest / client the use of antibacterial gel.
10. The counter should be cleaned and disinfected on a frequent basis, especially after receiving a guest / client, or travel group.

11. Minimize the elements that can be handled by the guest / client, disinfected frequently and after each contact.
12. Deliver sanitizing kit to guests at check-in, containing sanitizing hand gel and masks.
13. The implementation of these new protocols for interaction between guests, staff and collaborators must be carried out taking into account the personalization of the service at all times.
14. Elimination of hydration stations in receptions.
15. Random rapid tests will be carried out based on the zero-community prevalence rate of passengers disembarking in the Dominican Republic. The tests must be carried out in coordination with the Ministry of Health and the Airports, who will establish the processes associated with them. Passengers must be informed prior to their trip to the Dominican Republic, that they can be chosen to undergo a randomized test by the Dominican health authorities.
3. Place a trash can with a pedal lid and a recycling bin so that brochures and magazines are discarded after use and being touched by guests.
4. Disinfect or wash your hands after each interaction with the guest and continuously during the working day.
5. Disinfect the desk or table continuously during operating hours.
6. Disinfect the area of the support or desk with the change of shift of an employee, including the chair, the computer, the keyboard, the desk, etc.

### **Baggage handling protocol**

16. All guest luggage must be disinfected upon arrival at the hotel; Disinfecting wet wipes must be available for guests and employees to disinfect luggage at the entrance.
17. Baggage service must have a hand sanitizing station on the counter or in the area.
18. Install distance markings in the waiting area for baggage reception.
19. The surface of the trunk counter must be cleaned and disinfected after each session with the host.
20. It is recommended to keep cotton cloths with alcohol available for guests to use to disinfect their phones or credit cards upon entering the hotel.
21. Regularly disinfect suitcases and internal transport vehicles and those of collaborators and guests; they must be constantly disinfected by the porter.

### **Concierge protocol / information kiosks and tour operators**

1. Suspend the use of shared brochures and magazines. Once a brochure or magazine is shared with a guest will be delivered to keep or dispose of as desired.
2. Keep all brochures behind the desk / counter and only share them when requested by a guest, to avoid touching brochures. To compensate, make sure there are bright or attractive billboards, tours, or information instead of a table of brochures.

### **Common areas protocol**

22. Have sanitizing gel in all common spaces, corridors and elevators, with proper identification and signage.
23. Adjust cleaning and disinfection protocols so that they are intensified and performed frequently, with special emphasis on hard surfaces that come in contact with the hands, such as doorknobs, furniture, sinks, bar stools, floors, phones, etc. For this action, household bleach or alcohol-based disinfectants (70% alcohol) can be used, taking extreme measures to protect against chemical agents.
24. Apply the necessary measures so that the maximum capacity of all the areas of the establishment is met, including realizing the redistribution of common areas (reception, dining room, restaurants, bar, spa, swimming pool, theater, etc.) if necessary, ensure two (2) meters of distance between people.
25. Ensure adequate ventilation of the spaces with the greatest number of people.
26. All areas of swimming pool, beach, parks must comply with the distance of two meters between tables, chairs, lounge chairs, Balinese beds and limit their own family groups.
27. Pool entertainment activities will be temporarily suspended.
28. The guards and security with the support of the concierge, beach and pool waiters should kindly ensure only a small number of guests are allowed in the pool and sea areas at one time to avoid crowding; in addition, they must ensure that social distancing is maintained by guests or travel groups in common use areas.
29. Public restrooms must have designated personnel who guarantee that it is cleaned and disinfected frequently, in addition, they must kindly encourage guests to wash their hands properly and use antibacterial gel when entering and leaving this space.

30. They must install posters with visual campaigns in public spaces, such as corridors, lobbies, restrooms, elevator lobby, elevators, restaurant area, etc. on the health and safety measures being taken in the establishment, as well as the mandate of frequent hand washing, use of antibacterial gel and good respiratory etiquette.

31. In accommodation with an elevator, indicate that only one guest, or group of the same family is allowed, the elevator controls must be disinfected every 60 minutes; the ideal would be to discourage the use of elevators, so that they are only used by people who need it; the same measures must be taken for service elevators.

32. In order to avoid an accumulation of guests in common areas in the first months of reopening of hotels, it is recommended to limit hotel occupancy to 30%, 50% in August and 75% occupancy in December for hotels with more than 500 rooms. For hotels with between 100 and 500 rooms it is recommended to limit to 50% in July, 75% in August and 100% in December. For hotels with less than 100 rooms limit to 75% occupancy from July until December.

33. Objects will not be shared among several clients and they will have facilities or products for hand washing.

34. Zones that are not in use must have a clear identification of restricted or closed access, and information signs in the most common languages of the clients, exposing hygiene conditions and standards.

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1. Disinfect the furniture in the common areas every hour including tables, armrests, benches, etc.

2. Disinfect all public contact points on a rotating basis throughout the hours of operation, cleaning each surface at least every two hours. This includes door handles, railings, desks, flat surfaces, elevator buttons, etc.

3. Ensure the safe disposal of PPE using the safe disposal guidelines of the World Health Organization (WHO).

## Elevators

1. In the accommodations that have an elevator, indicate that only one guest or group of the same family is allowed in it; the elevator controls must be disinfected every hour; the ideal would be to discourage the use of elevators, so that they are only used by people who need it; The same measures must be taken for service elevators.

2. Post signs and limit the number of guests that come from separate parties that can share an elevator.

3. Encourage and direct guests to the stairs where possible to allow for a faster trip to your room in case there is a line for the elevator.

4. Demarcate physical distance two-meter spaces on the floor for those guests who might be waiting to use the elevators where lines can form due to the lower capacity / transport of the elevators.

5. Install 70% alcohol antibacterial hand gel on each floor outside elevators to allow guests to disinfect before / after taking the elevator.

6. Consider installing a holder for disposable napkins or cotton swabs for guests to use instead of touching elevator buttons.

7. Disinfect all elevator buttons and handrails continuously throughout the day. The elevators must be disinfected at least once every hour.

## Automatic teller machines (ATM) (if applicable)

1. Place wipes and / or antibacterial gel with 70% alcohol at or nearby ATMs to allow guests to disinfect before and after using the machine.

2. Consider installing a holder for disposable napkins or cotton swabs for guests to use instead of touching the buttons on the machine.

3. Disinfect the ATM keys every hour throughout the day.

# Use of Beaches, Pools and Jacuzzis

## Chairs and umbrellas

1. Arrange the umbrellas / chairs / pool cabanas so that they are at least 2 meters from each other according to the physical distance guidelines and according to the maximum occupancy.
2. Disinfect the chair / umbrella after each guest use.
3. Allow groups of up to 10 people to attend the pool. If there are more than 10 people in a single group, the group should be divided into subgroups that reach the limit to allow social distancing.
4. Provide antibacterial gel with 70% alcohol and wipes (when possible) at strategic locations around the pool and beach to allow guests to further disinfect. Include a hands-free trash can with a lid.

## Entrance to the beach

1. Determine the maximum capacity of the beach area or beach park. Calculate the new capacity based on the meters of the property divided by the number of occupancy of physical distance. Post signs with the new maximum capacity.
2. Place duct tape or markers at the entrance where guests are expected to line up for entry processing, if any.
3. Point out to guests that face masks are optional for adults on the beach and not recommended for children. Post signage stating the same.

## Use of pool

1. Enforce physical distance in the water through the use of pool attendants and lifeguards.
2. Allow groups of family and friends who came together to congregate in the water.
3. Discourage the use of face masks in water for young children, as they can pose a drowning hazard if submerged underwater. Adults over the age of 15 can choose to wear face masks in the water if they prefer.
4. Limit reusable water toys (ex, floating devices, hammocks, games, water trampolines) or make sure there are being disinfected throughout the day.

5. Maintain pool water quality using test strips and performing regular pH and chlorine tests.
6. Require all cleaning personnel to use disposal PPE when conducting pool testing and cleaning activities, as well as disinfecting the pool deck and pool furniture (umbrellas, chairs, tables, etc.)
7. Request all guests to shower before entering the pool.
8. Ask guests to disinfect or wash their hands before entering the pool area using antibacterial gel stations with 70% alcohol for hands installed around the pool deck (s).
9. Adjust the capacity for swimming pools and jacuzzis to the distance of two meters per person or group of maximum 10 people.
10. Allow dance entertainment as long as there is enough space on the pool deck for physical distance between participants and the entertainment leader.

## Water slides

1. For water slides, make sure guests do not wear a face mask when going down the water slide and into the water.
2. Disinfect frequently touched handles or launch points after each guest use (when possible if the water slide has a dedicated attendant).
3. Disinfect the railing leading to the water slide at least once every hour.
4. Disinfect reusable water slide equipment after each guest, such as tubes, boards, mats, etc.

## Towels

1. Suspend the use of towel cards and, instead, document the identification information of the person who rents / uses the towels, their number, room number, etc.
2. Designate a non-contact towel return container where guests can deposit towels without being tampered with by employees.
3. Remove all unreturned or unused towels periodically during the day and at the end of the day using a mask and hand protection.

### Lifeguards

1. Encourage first responders to wear face shields instead of face masks and note that it is optional.
2. Train first responders on recommended CPR guidelines.
3. Disinfect the lifeguard station / cabin / chair (s) after each shift change.

### Watersports

1. Place tape or markers at the entrance where guests are expected to stop when they are waiting to purchase tickets, participate in an activity, or boarding a boat.
2. Disinfect the water equipment after each use (life jackets, snorkel, kayaks, pedal boats, banana boats, paddles, etc.). Manage this process through an inventory and numbering system. All equipment must be numbered and registered when removed, returned, and cleaned. This will provide a sanitation record.
3. Clean the water sports ticket counter regularly after each customer interaction and throughout the day with shift changes.

4. Do not share price sheets or reusable menus with the guests. Post the information on signage panels or on social media. Alternatively, disposable price sheets can be shared but cannot be reused. Disinfect the pens used to complete the water sports waivers after each use.
5. Limit the number of passengers per water sports boat taking into account the two meters per person or group of maximum 10 people.
6. Enforce a physical distance of two meters between guests (individuals or groups) if practical and safe.
7. Require guests to disinfect or wash their hands before boarding or participating in a water sports activity.
8. Offer guests disposable gloves if necessary during activities.
9. Make sure handrails are available to board boats to limit crew exposure to help people get on the boat.
10. Suspend buffet service on excursion ships and require staff to serve food and drinks. Eliminate shared water and freshwater stations.

## Client Protocol:

35. It must be guaranteed at all times that the client is informed about the restrictive conditions that apply while using facilities. It will be guaranteed that the client knows, before the confirmation of the reservation and during his stay at the accommodation (in written format and in a language understandable by the client), the special rules that will govern the establishment.
36. Ensure total protection (mouth, nose and hands), both of the employee and the client, and a minimum of two meters away. Customers, and the public, should be provided disposable tissues and trash cans. Encourage respiratory etiquette, particularly covering the mouth when coughing and sneezing.

# Protocol for Clients with Suspected or Confirmed Symptoms:

37. Have a certain number of rooms that will remain unoccupied and clean at all times to accommodate potential clients with confirmed or presumptive illnesses, along with their cohabitation unit.

a) These rooms should be located separate from the rest of the occupied rooms of the hotel, preferably on the same floor and adjacent to each other to facilitate the care of isolated clients.

b) Designate a team to serve clients or staff members in isolation rooms. These staff will be specially trained to serve isolated clients.

c) Have adequate Personal Protective Equipment (PPE) to attend to suspected or confirmed cases.

d) Supply clients with presumptive or confirmed cases of surgical masks to use in the room, at least when there are visits by staff and / or authorized medical equipment.

e) Medical visits to clients or staff with presumptive or confirmed cases will be carried out in the isolation rooms and not in the medical center.

f) To ensure that a distance of approximately two (2) meters is maintained with people who present symptoms of respiratory affection, cough or sneeze, these people should be evaluated by the hotel's medical staff, who will determine the measures of insulation, if necessary.

38. Inform the Ministry of Tourism of the number of rooms provided for isolation according to this mandate.

39. Availability of Material Resources:

a) Have sufficient financial, material and strategic means to develop all the preventive measures recommended by the health authorities in an agile and effective way.

b) Have a stock of Personal Protective Equipment (PPE) to use in the cases described above. Also have enough infrared thermometers to take the temperature of clients and staff members.

40. Inform the health authorities and have the maximum collaboration from the management or direction.

41. All the waste generated in the patient's room (gloves, masks, handkerchiefs, among others) must be placed in a container with a bag inside the room, and later disposed of with the rest of the hotel waste.

42. Avoid contact of healthy people with contaminated objects of the patient (do not share toothbrushes, plates, cutlery, drinks, towels, sheets, with others.) Utensils such as plates and cutlery must be for the sole use of the patient, properly washed with water and detergent after each use.

43. Communicate to guests about the presence of an infected person. Announcing an outbreak early is the best strategy and contributes to containment in a situation where each day counts, hiding the information may seem to be more concerned with loss of income than with protecting public health.

# Supplier and Catering Protocol

44. Keep track and control of the entry / exit of suppliers:
- Make sure to wear all the EPP equipment at all times, while being accompanied by hotel staff to ensure that they comply with the proper rules.
  - Taking body temperature with an infrared thermometer and keeping a record of it.
  - The entrance of suppliers to the hotel must be scheduled for timely, safe and responsible follow-up of the department, in order to avoid the crowding of people in the service areas.
45. The goods received, and packaging must be totally disinfected with chlorine or an expertly defined substance.
- The reception of the merchandise must be as fast as possible and maintaining the recommended social distance.
  - Take the temperature of each delivery man. Those with elevated temperatures must report themselves and their entry should be denied.
  - Make sure that you wear all the EPP equipment at all times, while being accompanied by hotel staff to make sure they follow the proper rules.
4. Designate a specific area for the reception of merchandise and avoid the circulation of suppliers within the bar area.
5. Disinfect reception areas after each delivery.
6. All products (beverage bottles, food, boxes) used in establishments must be properly disinfected before entering the establishment.
7. Bottled: fumigate with chlorinated solution for disinfection. Let the product apply for at least 5 minutes and rinse with a disposable cloth or tissue paper.
8. Fresh products (not vacuum packed): discard the original packaging and store in a secure container
9. Frozen products in general: eliminate the original box as soon as possible, store at -18oC immediately.

# Protocol for Kitchen Areas and Restaurants

46. Food security and food handling. Individuals will maintain correct handling practices appropriate to their workplace. Taking into account that this approach to the new measures for preventing person-to-person contagion must not, under any circumstances, relax food safety standards.
47. Maintain a distance of more than two meters at their workstations.
48. The kitchen staff will wear a mask at all times.
49. Will carry out conscious, regular and adequate hand washing after having been in contact with possible sources of contamination.
50. Use of disposable gloves:
- Change frequently and between changes wash your hands.
  - The tasks carried out must be evaluated in order to avoid cross contamination. Therefore, the use is recommended to serve ready-to-eat foods.
51. Kitchen Visitors / Site Inspections / Fam Trips for Commercial. All persons accessing the hotel facilities will respect the established health and safety regulations.
- Taking body temperature

- b) Filling out a health questionnaire
- c) Hand washing on admission and constantly during the visit, use of sanitizing gel, use of mask and option of gloves).

52. Carry out intensified cleaning of all areas, keeping control and permanent registry of them.

53. Eliminate the self-service of food and beverages, priority will be given to serving individual portions as opposed to trays for collective use.

54. Install a station with disinfectant dispensers both in the customer area and in the kitchen staff area, having a designated staff that discreetly ask people to wash their hands before entering the restaurant.

55. Service personnel in areas in contact with guests must wear mandatory masks, as well as supervisors of these areas.

56. Have posters in the service area to inform the client that the tables are cleaned and disinfected before sitting down.

57. Keep most a la carte restaurants open regardless of hotel occupancy.

58. Remove the menu card of the restaurants and offer to view the menu using the QR code or through a mobile phone application.

59. Eliminate self-service hydration stations both in restaurants and in common areas.

60. Restaurant capacity and distance.

a) Reduce seats in buffets and restaurants by 15-30% to obtain more space and avoid large numbers of clients in one place and time.

b) Respect the expected capacity in each room, advising a maximum density of 4 people per 10 square meters and a separation of two meters between clients of different family units. If necessary, shifts will be established in the use of the restaurant.

- Eliminate users' ability to sit alone and guide guests to seats to ensure distance between tables is maintained. If this is not possible, clearly indicate which seats can be used by using markings and signs.

- Place markers on the floor to mark the required physical clearance space while you are in the waiting area and outside the restaurant if it is full.

- Place furniture in the waiting / reception area to allow physical distance.

- Eliminate shared seasonings like ketchup, mustard, hot sauce, and salt / pepper shakers.

- Encourage large groups (6 and above) to make reservations in advance and set a maximum number of reservations that can be made for any day. The maximum group size should not be more than 10 individuals.

- Place furniture in the waiting and reception area so that physical distance can be allowed.

c. After each shift, all disposable items will be removed and the items that may have come in contact with the clients' hands will be cleaned and disinfected.

d. Rethinking the arrangement of the tables so that the distances between the backrest from chair to chair, from one table to another, is greater than two meters.

61. Avoid customer contact with food:

a) Remove all the tongs, ladles and other household items that can be handled by several clients in the buffet. To do this, establishment personnel must serve the clients.

b) The client will not have the option of accessing cutlery, the tables will be set up with disposable tablecloth, cutlery, glasses, napkins. Disposable utensils are recommended as much as possible.

c) When the client finishes, all the elements will be removed from the table, and disinfected. Tables will then be reassembled with all the new elements for the next diner.

d) Take away food service:

- Designate a location inside or outside the restaurant that handles only take-away orders. Maintain physical distance throughout the order and collection process.

- Make sure food is packaged in disposable bags that meet government regulations.

- Refer to the protocol of the customer service conditions for the measures corresponding to the payment process within the restaurants.

62. Conducts of A&B service personnel:

a) Monitor and completely avoid the manipulation of food, equipment, household items, etc by clients, that may be used by a client of another coexistence unit.

b) Room staff will maintain a minimum safety distance of two meters. Maintain strict hand hygiene. Under no circumstances will she hug, kiss or touch clients or other employees.

c) Avoid sharing objects with customers or employees. In the event that it is essential to share objects, ensure all items are adequately sanitized. If the waiter is to serve the tables, she will wear a surgical mask and disposable gloves.

d) Cover the food until it is delivered to the table and clean the food lids between uses.

63. All the dishes, cutlery and glassware that have been exposed in the restaurant will be cleaned and disinfected in the dishwasher or dishwasher, including the one that has not been used, but could have been in contact with the customers' hands. Wash and disinfect the dishes at temperatures above 80°C.

64. Tablecloths and napkins must be washed industrially; These will be single use and must be changed in each service. Tablecloths, napkins and work clothes should be washed at a temperature of more than 60°C.

65. After each service, the living rooms and dining rooms will be ventilated by opening the windows.

66. After each service, surfaces must be cleaned and disinfected, dispensing machines, doorknobs, buffet counters, etc., and in general, any surface that may have been touched with the hands following the protocols of cleaning set.

67. Vending machines for coffee, juices, carbonated drinks (sodas) will be cleaned and disinfected after each service.

68. Food must be cooked above 70°C, maintain the cold chain and keep food protected at all times with films, showcases, packaging and labels.

69. The service staff in the food and beverage area should recommend that customers disinfect their hands with gel alcohol at the entrance and exit of the dining room, bar or salons, always using a mask and gloves on a regular basis, maintaining an adequate hygiene with frequent hand washing.

## Protocol for Technical Services and Maintenance in the Rooms:

70. Repairs in rooms with clients; to access, maintenance personnel must protect themselves with the protective equipment established by the prevention service, which will be discarded at the exit of the room. In addition, hands should be disinfected before and after entering the room.

71. The client must wear a mask while the worker remains in the room.

## Protocol for Bars:

### General Periodic Disinfection:

1. Every 17 days, all establishments must carry out a day of interior and exterior disinfection. This is in order to maintain an environment free of bacteria and virulence, thus creating a safer and properly disinfected area for guests and visitors.

2. Sterilize and wash all used dishes, glasses, forks, etc. in hot water at 70 °C.

3. Staff must wear a face mask at all times. Clean and sterilize chairs, tables. Be sure to replace all cutlery and glasses on the table, regardless of whether it appears worn. Reduce the hours of presence in the dining room or kitchen, giving the remaining time for personal enjoyment in the workplace.

4. Clean surfaces during opening hours and perform a complete disinfection of the bar after closing operations.

5. Clean and sterilize the bars at least every hour.

6. Disinfect all soda taps, bar equipment, and nozzles daily.

7. Clean all bars, reusable service equipment, and kitchen equipment according to standards.

8. All glassware, glasses, cups, mixers, meters, plates, cutlery, must be properly disinfected before and after use.

### Operating Capacity and seat redistribution

1. The establishments will operate with two meters per person or group of maximum 10 people, implementing signs in all areas of the establishment.
2. All chairs and tables will also be placed two meters away, offering service only to guests at tables and at the bar and terrace area. In case the furniture is stationary, make sure that guests and groups of guests are seated two meters away from other groups.
3. Wipe the chairs and bar with a clean towel with an alcohol-based cleaner (70% alcohol or more) at regular intervals and when the client needs it. Dispose of the used towel in a hands-free trash can with a lid.
4. Remove all condiments and self-serve or shared items such as napkins, toothpicks, straws, matches, and ashtrays. These items must be provided upon request and containers must be disinfected between uses if they are not in single-use containers.
5. Groups larger than 10 people are not allowed.
6. Guests are not allowed to crowd the bar or frequently traveled spaces; they must remain at their tables.
7. Only seated persons will be served.

### Check-in methods for guests and visitors

1. The security personnel of the establishments will be provided with: thermometers to measure the temperature of the guests before entering the establishment; people with a temperature greater than or equal to 100.4 F (38 ° C) will not be allowed to enter.
2. Place disinfectant on elbows, forearms, hands and footwear of guests and visitors before entering the establishment.
3. To enter, people must wear face masks, only being able to remove them after taking a seat at the assigned table, never before this time.
4. While going to the bathroom or to the dispensers of antibacterial gel with 70% alcohol, you will have to put the mask back on.
5. Place markers on the floor to outline the required physical distance space while you are in the waiting or reception area and outside the bar if it is full.
6. Install or make available antibacterial gel with 70% alcohol for hands in the entrance area. Require guests to disinfect or wash their hands at the entrance to the bar.

### Drinks service

1. Designate areas behind the bar exclusively for beverage preparation. If possible, install glass / plastic to cover the bar where drinks are being prepared to create a barrier between guests and bartenders.
2. Waiters must disinfect or wash their hands between drink orders, that is, after picking up a drink from the bar and delivering it to a customer's table and picking it up to send for washing.
3. Discourage the use of multi-use menus (food, drinks, specials). If digital operations are not available, use disposable signage or printed menus. Menus printed on paper should be discarded after use. In case you decide to continue using reusable menus, make sure they are laminated and disinfected after each use.

## Gym:

### Main hall, entrance and machinery

1. Limit the use of the gym, reducing the capacity allowed on the premises. The new capacity of the gym must be determined to guarantee the recommended measures of social distancing. This new capacity should be clearly posted.
2. Personnel must be kept in the gyms at all times to guarantee compliance with social distancing.
3. Routine cleanings should be performed in the gym. Machines and weights must be disinfected at least every hour.
4. Have antibacterial gel stations with 70% alcohol.
5. Disinfectant wet wipes and disinfectant spray should be arranged for guest use so that guests can disinfect utensils before and after use.
6. They will not share objects among several guests and will have facilities or products for hand washing.
7. Eliminate common beverage stations (water, coffee, tea, etc.) as well as self-service food stations.
8. Provide towels to guests who request them. Eliminate self-service towel removal stations.
9. The reception table and the entire area around it must be disinfected continuously. Disinfect the entire workspace with shift changes (including table, chair, keyboard, etc.).

## Bathrooms and changing rooms

1. Install antibacterial gel dispensers at the entrance of the bathrooms.
2. Install signs on the floor to guide guests so that they know where they should be when waiting their turn to use the facilities.
3. Use trash cans with pedals, so that you should not use your hands to dispose of waste and garbage.
4. Close drinking water sources and include signs that they are out of service.
5. Remove all reusable hand towels and air dryers. Use only disposable hand towels.
6. Sanitize toilets on a regular basis (at least every two hours).

## Group classes

1. Consider discontinuing group classes.
2. Adjust the maximum number of participants per class, based on the requirements of social distancing. Visibly signal this new maximum capacity.
3. Signpost the floors with the positions that the participants can adopt to guarantee social distance.
4. Have antibacterial gel dispensers with 70% alcohol and disposable disinfectant tissues in each class. Include a pedal trash can to avoid using your hands.
5. Require guests to sanitize their yoga mats before and after use.
6. Spread out class schedules to ensure cleaning time for group classrooms.

## Treatment and Sauna

1. Require service and treatment providers to wash their hands before starting treatment.
2. Determine which treatments are safe to provide for both the customer and the employee. Temporarily eliminate treatments considered as high risk.
3. Discontinue spa treatment that includes interaction with guests' faces, nose, and mouth.

## Events and Entertainment

### Entertainment

1. Determine the new capacity of the entertainment space based on social distancing guidelines to guarantee two meters per person or group of maximum 10 people.
2. Limit entertainment activities to those that can be completed from a distance of two meters (concerts, dance shows etc.)
3. Disinfect the microphones before each use for musical and karaoke activities.
4. Disinfect all audiovisual equipment used by interpreters.
5. Space guests with a separation chair in theaters or other chair formats and force the use of a mask. Only groups arriving together can waive this rule.
6. Live bands will be limited to outdoor locations and two bands per week.
7. The billboard / of the week will be generated by QR and will be delivered to the reception during check-in. Including all hotel programs.
8. The children's club will be opened with the strictest health and safety protocols.
9. Secure two meters of space between client and performers on stage or designated stage area. Likewise, delimit the space between groups to limit the interaction between people from different family / groups.
10. Limit the number of activities and contests that take place within the restaurant and bar space that break the rules of physical distance.
11. Have stations of antibacterial gel with 70% alcohol.
12. Objects will not be shared between guests and will have facilities or products for hand washing.

**Private Events (Weddings / Parties)**

1. Determine a security protocol to be validated by the Minister of Health, prior to organizing and developing any private event.
2. Determine the new capacity of the space, according to social distancing practices of two meters per person or group of maximum 10 people.
3. Take the temperature of each guest at the entrance. Those with elevated temperature or visible symptoms should be documented and transferred to a designated quarantine space to be examined. The Ministry of Health should be contacted immediately.
4. Sanitize tables and chairs after the event.

**Conferences**

1. Determine a security protocol to be validated by the Minister of Health, prior to finalizing and developing any private event.
2. Use automatic doors, keep doors open if possible, or have designated employees open doors to mitigate excessive contact of many guests with a surface.
3. Use the space limiting social distance to two meters per person or group of maximum 10 people.
4. Take the temperature of each guest at the entrance. Those with elevated temperature or visible symptoms should be documented and transferred to a designated quarantine space to be examined. The Ministry of Health should be contacted immediately.
5. Sanitize tables and chairs after the event.

## Protocol for business centers and game rooms

Consider closing business centers until further notice unless deemed necessary based on customer demand. Direct guests to the front desk to access the services of the business center. If it is determined that business centers are necessary, follow these protocols.

1. Use automatic doors, keep doors open if possible, or have designated employees open doors to mitigate excessive contact of many guests with a surface.
2. Determine the new capacity of the business center based on the physical distance guidelines. Post signs with the new maximum capacity.
3. Install or make available antibacterial gel with 70% alcohol for hands in the entrance area. Ask guests to disinfect or wash their hands when entering the room and to wear masks.

4. Place antibacterial hand and / or wipe gel (when possible) in convenient locations to allow guests to disinfect games and other contact points as needed.
5. Organize the floor plan to allow a physical distance of two meters with the tables, chairs, benches, etc.
6. Make sure an employee supervises the use of the business center at all times.
7. Disinfect used items from the business center (ex, computer, printer, stapler, pens) and disinfection stations, if not hands-free, after each use.
8. Disinfect games and game controllers and hand sanitizing stations, if not hands-free, after each use.

# Protocol for Shops

## Capacity and Distance

1. Determine the maximum number of guests in the store and monitor the door to ensure that the limit is not exceeded.
2. Install 70% alcohol antibacterial gel hand dispensers at the entrance of the store / market or allow the person at the entrance opening the door to provide antibacterial gel to entering guests, making sure every guest disinfects or washes their hands upon check-in.
3. Enforce guests' use of face masks in stores and deny entry to non-compliant persons.
4. Place duct tape or markers at the entrance where guests are expected to line up to enter if the store boundary is at the limit.

## Dressing rooms

1. Completely close the locker room or implement a disinfection plan for the clothing being tested. If the changing rooms are not closed, include a process to steam clean clothes before restocking.
2. Place a container in the changing room / changing area for guests to deposit clothes that have been tried on but decided not to buy (if applicable).
3. Empty the test reject container regularly, at least every four hours, depending on store traffic.
4. Disinfect changing handles / touch points frequently, at least every two hours.

## Merchandise

1. Display a one-size-piece (XS, S, M, L, XL) of top-selling clothing to reduce unnecessary contact and merchandise contact by guests. Please provide new size-based item to customer if available.
2. Return clothes to the showroom floor after steam cleaning if a customer has visibly tampered with or tested them.
3. Make sure the jewelry counters have antibacterial gel with 70% alcohol for hands and wipes (when possible) nearby. For those items that cannot be safely disinfected, guests and employees are required to disinfect or wash their hands before touching / handling the item.
4. Clean jewelry items after each contact with a customer using an alcohol-based antibacterial gel (70% alcohol or more).

## Cash Area

1. Install a glass / plastic protector around certain areas of the ATM stations, if possible, to create a barrier between guests and ATMs.
2. Encourage the use of digital POS systems where possible to reduce cash transactions. Notify preferred guests for cashless payments before checking in so they can plan accordingly. Disinfect the POS machine after each use.
3. Enforce physical distance with distance markers on floors or the use of struts to guide guests and the distance to be kept from each other.
4. Encourage physical distancing of cash registers by separating stations two meters apart, when possible, when there are several cash register stations.
5. Clean stations (telephones, registers, tables) regularly throughout the day and after the end of each shift.

## SPAS:

### Entrance to the Spa / Reception

1. Spa and Salon appointments will be limited and scheduled in advance.
2. Signpost on the floor the adequate space between guests during the waiting time.
3. Include questions in the digital medical record to ask about potential exposures to COVID-19 and take the temperature of all the guests before starting treatment. If the temperature is high, service should be denied.
4. Allow guests to complete health forms digitally from their mobile devices.
5. Eliminate common drink stations (water, coffee, tea, etc.) as well as self-service food stations.
6. Provide towels to guests who request them. Eliminate self-service towel removal stations.
7. The reception table and the entire area around it must be disinfected continuously. Disinfect the entire workspace with shift changes (including table, chair, keyboard, etc.).

**Day care:**

1. Determine the new capacity of the nursery, keeping the social distance of 2 meters per person or group of maximum 10 people.
2. Take each child's temperature before receiving them. Those with elevated temperature and / or visible symptoms should be documented, and in consultation with their parent or guardian, mobilized to a designated quarantine room on the property for evaluation. The Ministry of Health must be informed immediately.
3. Sanitize the hands of each child upon being received.
4. Sanitize children's hands frequently throughout the day. Adult employees and guests must wear face masks at all times.
5. Organize cribs and beds with enough space to guarantee appropriate social distance.
6. Disinfect the playroom and nursery continuously throughout working hours (including toys, furniture, baby seats, cribs, televisions, remote controls, handles, telephones, etc.)

**Medical Services:**

**Note:** All hotels, regardless of size, must have a medical station on the property that has a certified professional (i.e. certified nurse) or an established relationship with professionals in the health sector, who respond to calls in emergencies. For all hotels, it is mandatory to have at least one isolation room for any employee or guest who shows a high temperature or another symptom of COVID-19. The quick test on the premises should not be charged to the guest.

**Medical Station**

1. The medical station must have, as a minimum, the following:
  - Bed
  - Desk and chair
  - Infrared thermometer
  - Washing station
  - Antibacterial gel with 70% alcohol
  - Trash can with pedal
  - First aid kit
- Phone
- Emergency contact number of the Ministry of Health
- Medical grade protective tools (N95 face masks, face shields, etc.)
- Contact number of medical personnel in case of emergency
2. Require guests to disinfect their hands prior to entering the medical station.
3. The on-site medical professional is required to immediately report to the Ministry of Health if there is suspicion of a potential COVID-19 case.
4. Disinfect the health station after each patient. Each patient should be treated with a face mask on and following all safety guidelines.

**Animation, Lounges and Gym:**

72. Limit the use of the gym.
73. Limit the use of the spa, making an evaluation of the services that are less prone to the spread and spread of COVID-19.
74. Animation activities will be consistent with the principles established by this protocol.
75. They will respect the capacity, the social distancing in these areas.
76. They will not share objects between several clients and will have facilities or products for hand washing.
77. Weights, balls, utensils, bicycles must be cleaned and disinfected before and after the use of guests and in front of them.
78. Disinfectant wet wipes must be provided for the use of clients.
79. Have sanitizing gel stations

# Protocol for Housekeeping

80. The housekeeper must wear a mask and disposable gloves for cleaning clients' rooms and must discard the gloves when done cleaning the room.

81. For the cleaning of rooms of presumptive or confirmed clients, housekeeping will also wear protective eyewear and a full disposable protective suit (PPE).

1. They must carry out a thorough cleaning and disinfection of the surfaces that come in contact with the client's hands, such as door handles, toilet buttons, taps, railings, elevator buttons, switches. As well as, on the remote controls, refrigerators, table lamps, night tables, telephones, television controls, touch screens, etc.

2. Transport clothing to the laundry facilities using a closed bag.

82. Disinfection of fixed textile elements. Textile items that have not been changed, such as curtains, cushions, carpets, shower curtains, etc. Thermal disinfection will be applied using a steam cleaner.

83. To wash towels, sheets and fabrics, marked laundry bags will be used and they will be washed at high temperatures 158°F (minimum 70°C).

84. Appoint a supervisor who internally certifies that the rooms are "Covid-Free" with a padlock on the door after cleaning process with the housekeeper and maintenance, as well as keeping a record of these activities.

85. When checking out any guest who has been positive or asymptomatic, do a deep cleaning of the room with the staff using full PPE and do not occupy it in the following three days. This way, if there is a virus, it disappears in that interval time, according to professional recommendations.

86. It is recommended to suspend the minibar service.

87. Bedding must be changed at least every other day, or when requested by the guest if it is before the established minimum. All beds must be undressed after each guest stay, even if one of the beds is not used.

88. Bath towels and toiletries must be replaced after each client's stay. Towels and unused toiletries cannot be reused.

89. Place a cleaning and disinfection certification card on top of the bed after cleaning is finished, and before leaving the room. The card must indicate that the room was properly cleaned and disinfected. It must be signed with the date and time of the service.

90. The rooms must be equipped with liquid soap for hand washing, which must be available throughout the guest's stay. The supply of liquid soap should be supervised.

1. Offer guests the option of a flexible cleaning schedule where cleaning occurs less frequently instead of every day as determined by the property and the guest.

2. Suspend the night service to facilitate the minimum contact and the entrance to the room.

91. Periodically check and clean the air conditioning filters and grilles.

92. Improved room cleaning and disinfection protocols should be designed and implemented for situations where there are confirmed or suspected guests with COVID-19.

93. Use digital applications with all the information that the guest requires, such as menus, services, cocktail lists, activities, reservations for excursions and restaurants, to eliminate handling paper in the room.

94. Add sanitizing gel and liquid soap to the room standard, which must be in the room at the time of check-in, replenishing daily apart from being available by request.

1. Provide kits with wipes and masks in the room.

2. Eliminate movable decorations or room amenities to limit guest contact.

3. Remove extra pillows, blankets, sheets, etc. from room to limit exposure.

4. Include at least two contact information cards with the contact numbers for Ministry of Health. A card should be placed in the common area and a card in the bedroom. Throw away the cards after the guests leave.

# Workers and Contractors Management Protocol

**This section outlines the basic steps each employer can take to reduce the risk of worker exposure to COVID-19 at their workplace.**

**Namely:**

95. Develop a preparedness and response plan for infectious diseases. The plans must consider and address the levels of risk associated with various job sites and job duties that workers perform at those sites.

96. Stay informed on the Ministry of Health's guidance and consider how to incorporate those recommendations and resources into specific workplace plans.

97. Promote frequent and thorough handwashing, and provide workers, clients and visitors to the workplace with a place to wash their hands. If soap and running water are not immediately available, provide alcohol-based hand sanitizers that contain at least 60% alcohol.

98. Promote safe respiratory etiquette: cover mouth with the elbow when coughing or sneezing.

99. Create the position of a health manager within each company and / or tourist accommodation, whose main functions are:

- a) Ensure the execution of the established guidelines and lead the implementation processes.
- b) This person should take appropriate corrective and preventive action when necessary and strive to constantly improve the effectiveness of safety and health measures.

100. Coordinate detailed training workshops for all employees to review established guidelines and ensure commitment to their implementation. Reinforce personal hygiene throughout the working day.

101. Train on occupational health.

102. A certification of these trainings and of the institution that imparts them must be submitted to the Ministry of Tourism, as well as the detail of the scope and objectives of these workshops.

103. All personnel in contact with the guest, must wear a mask and have antibacterial gel with them for the hands to be used at all times. This rule must be enforced, and its non-compliance must be penalized.

104. Employees must practice social distancing at all times, avoiding hugging, kissing or shaking hands, and avoid sharing objects with guests or other employees.

105. Make sure each employee has the adequate personal protection equipment, which must be provided by employer and used correctly.

106. Provide hygiene supplies such as paper tissues and hand sanitizing stations.

107. Suggest to workers not to use their phones or personal screens during shifts unless it is an urgent matter.

108. Establish a protocol to protect those who are at high risk or vulnerable. Identify and isolate potentially infectious individuals.

109. Make sure all staff know the signs and symptoms of COVID-19, and what to do if a member of the staff or client becomes symptomatic.

110. Establish an emergency communications plan.

111. Know where to find local information about COVID-19 and local trends of COVID-19 cases.

112. Ensure ample health and safety signage promoting hygiene and washing hands is posted in all employee resting areas. The role of each employee, their responsibilities and how they can contribute to the effectiveness of the implementation of these measurements should be clearly stated. Indicate the implications and possible consequences of not following the guidelines.

113. Establish an employee and contractors' disinfection and control station where every day at the beginning of the day you screen employees through a physical analysis, including disinfection, taking the temperature, and ask them the following questions:

- Do you show the symptoms associated with COVID-19?
- Have you been diagnosed with COVID-19?
- Have you had close contact in the last 14 days with someone who has been diagnosed with COVID-19?
- Have you been told by a health care provider or a public health officer that you should quarantine yourself due to potential exposure to COVID-19 or have you suspected that you have COVID-19?

Employees with a temperature below 100.3°F (37.9°C) and that answer "no" to all these questions will be allowed to start their shift. Employees with a temperature of 100.4°F (38°C) or more or that answer "yes" to any of the above questions, must be sent home by the manager and cannot return to work until they have received authorization from a professional doctor. If an employee refuses to have their temperature checked or to answer any of the control questions, they should be sent home and they will not be able to enter the workplace or serve clients.

114. A detailed record of these daily health controls must be kept and placed in an easily accessible area in case it is required by a health authority.

115. Employers should explore whether they can establish policies and practices, such as flexible workplaces (telecommuting for example) and flexible work hours (staggered shifts for example) to increase physical distance among employees.

116. Dissuade workers from using other workers' telephones, desks, offices or other tools and equipment, when possible.

117. Maintain regular cleaning practices, including routine cleaning and disinfection of surfaces, equipment and other elements of the work environment.

118. Develop policies and procedures for prompt identification and isolation of sick people, if needed. This is a critical step to protect workers, customers, visitors and others in the workplace.

119. Employers must inform and encourage employees to self-monitor for signs and symptoms of COVID-19 if they suspect possible exposure.

120. Employers must develop policies and procedures for employees to report when sick or experiencing COVID-19 symptoms.

121. Move potentially infectious people to a place away from workers, clients and other visitors. Although most worksites don't have specific isolation rooms, designated areas with closable doors can serve as isolation rooms until the potentially sick people can be removed from the workplace.

122. To avoid contagion in medical dispensaries areas, wear a medical suit and use a permanent (different wall / room) or temporary barrier (for example, plastic sheeting).

123. Restrict the number of personnel entering the isolation areas.

124. Protect workers in close contact (less than six feet) with a sick person or who has prolonged / repeated contact with said people by using administrative controls and additional engineering, safe work practices.

125. Develop, implement and communicate about flexibility and protection in the workplace.

126. Actively encourage sick employees to stay at home.

127. Make sure that sick leave policies are flexible and consistent with the public health guide and that employees are aware of these policies.

128. Talk to companies that provide your company with hired or temporary employees on the importance of sick employees staying home and encourage them to develop non-punitive leave policies.

129. Maintain flexible policies that allow employees to stay home to take care of a sick family member. Employers should be aware that more employees than usual may need to stay home to care for children or other family members who are ill.

130. Carry out regular PCR or antibody tests for employees prior to entering the hotel to maintain a COVID-19-free environment, according to the sample of epidemiological protocols.

131. Business cards must be digitalized. It is recommended that they have a QR code to be downloaded at the moment by those who receive it.

**Action plans and aligned management team.**

132. Establish an action plan adapted to the situation and implement it in accordance with the recommendations of local and national public health authorities to prevent cases, manage cases in an effective manner and mitigate the impact between staff and customers.

133. Implement training programs for employees on new standards and models of hygiene and cleanliness that the market will demand after COVID-19: staff and customers.

# Casinos Protocol

**Casinos must remain closed until August 24th. Once open, hotel establishments with casinos in their facilities must follow the following guidelines:**

1. All equipment and surfaces must be completely cleaned and disinfected frequently during operating hours.
2. Game tables, table rails, chairs, handrails and cup holders must be disinfected at least every 60 minutes or when each guest leaves a game.
3. Slot machines will be disinfected after each player leaves a station or once every 60 minutes at unused stations.
4. A designated casino employee must keep record in each section to keep track of each machine's disinfection program.
5. Game chips must be cleaned and disinfected regularly.
6. Cards and dice must be replaced daily and properly disinfected when not discarded.
7. Employee workstations and work area surfaces should be disinfected regularly. Recommended every 60 minutes and after each shift change.
8. Guests can always request disinfection of a station. The casino must do it immediately.
9. Safe and social distancing. Casino management must reorganize the casino to ensure that the recommended safe social distance between players and game stations is kept at all times.
10. Casino management must ensure that there is a safe distance to the sides and the back of each player. There must be a safe distance to walk while the players are seated.
11. Tables games must be reconfigured, and chairs removed to ensure distance. Depending on the configuration, the next chair should be removed from the table allowing a maximum of three to four players (depending on the size of the table).

12. Casino management must ensure there is enough distance to the side and back of each player.

13. The cashier area must have clearly marked floor stickers to ensure a six-foot separation between guests as they wait in line.

14. Casino ushers must ensure that guests don't congregate around the slot machines and tables.

15. Internal controls must be put in place to manage guest counting and capacity control. In case of exceeding capacity and have players waiting, casinos must establish a system to control the waiting of players while ensuring safe social distancing.

## Medical Station Activities outside the Hotel

*Subsector: Guidelines for Travel Agencies, Receptive / Emissive Tour Operators and Time Share tourist operations.*

### Customer Service

1. Customer temperatures will be checked before entering the establishment.
2. All visitors and service providers must wear face masks at all times.
3. Disinfectant solution dispensers for hands or hydroalcoholic gel must be placed at the entrance of the establishment and check-in counters.
4. Encourage credit card or electronic payments to minimize contact.
5. Establish a digital advertising system as an alternative to brochures and print promotional materials. The use of email, destination and activity guides in PDF, QR codes, etc., are recommended. Additional protocols for control and prevention of possible contagion increases and mandatory use for establishments operating in controlled ventilation spaces:

6. All companies must keep a visitor's log including name, date, time of visit and telephone number to contact them if necessary, in case any contagion is detected within the timeframe of the date of their visit.

### **Specific considerations for:**

#### **Time Share**

Due to the nature of timeshares, which is no more than the shared use of a hotel or condominium facilities throughout a season by different people or families, the service, safety and hygiene conditions must be the same as a hotel.

#### **Front desk**

1. Luggage items will be disinfected upon guest's arrival by the bellboy.
2. Guest temperatures will be verified upon arrival with a thermometer.
3. This area will be clearly marked for appropriate physical distance.
4. All hotel bracelets and keys will be disinfected before providing them to guests.

#### **Rooms**

1. Extremely strict disinfection protocols must be put into place to clean the rooms.
2. Complete disinfection of the rooms after check-out.
3. Masks and gloves must be provided to cleaning and maintenance teams.
4. Room service will be packaged accordingly and will be delivered directly to the door without contact.
5. Installation of disinfecting mats.
6. Disinfection of hotel rooms and areas with nebulizers.
7. Mattress disinfection with ultraviolet machines after check-out.
8. Guest bags disinfection by hotel staff, trying to avoid entering the room.
9. Wipes and masks kit in the room.

10. Pool towels will be available in towel racks with towel card in the pool areas.

11. Butler service will be provided by cell phone to avoid entering the room.

12. Monthly change of the AC filters in the rooms.

#### **Medical Station Common Areas**

1. The frequency of deep cleaning and disinfection of all common and public spaces will be increased. Dedicated measurements for high contact surfaces, like reception desks, elevators and elevator buttons, door handles, public toilets, keys and room locks, ATMs, handrails, tables, gym equipment, kids club, dining areas, rest areas, pool chairs and more.
2. Spa and beauty salon appointments will be limited and scheduled in advance.
3. Pool entertainment activities will be temporarily suspended.
4. Beach and pool chairs will be cleaned between each use and they will be spaced out to guarantee appropriate physical distance.
5. Pool chlorine levels will be increased within a safe, allowed range.

#### **Restaurants**

1. Buffets will be removed from restaurants.
2. Restaurant menus will be available through a QR code and single-use, disposable brochures to minimize exposure and contact.
3. Pool bars will be temporarily closed. Food and beverage service will be available by the pool and by the beach through servers.

#### **Meetings**

1. Standard measurements in meeting and event planning have been redesigned to ensure the necessary physical distance among attendees.
2. Add air purification system that eliminates between 98% and 100% of bacteria and viruses to all meeting rooms and sales centers.

### Entertainment and Shows

1. Only daytime and outdoor activities will be carried out (some restrictions may apply).
2. Live bands will be limited to outdoor locations and two bands per week.
3. The billboard of the week will be generated by QR and will be delivered to the reception during check-in. Including all hotel programs.
4. The children's club will be opened with the strictest health and safety protocols.

## Entertainment and Show Transportation Service by Tour Operators

### Entertainment and Show Customer Transportation:

1. Sanitization of the vehicle before picking up customers. The groups should be small.

2. Taking the customer's temperature before boarding the transport. The use of hand sanitizer is mandatory prior to boarding clients to the units in which they will be transported.

3. Buses or transportation vehicles must have a sign indicating that both passengers and service providers must always wear a face mask.

4. In the transport vehicle, there must be an armchair in between or the measure indicated by the authorities, between each passenger, thus avoiding large concentrations of people in the same environment, whether with reduced ventilation or none.

5. Drivers must have antibacterial gel, masks, and disposable tissues to offer passengers.

6. Drivers must sanitize the internal and external handles of their units after dropping off passengers, as well as any other surface on which passengers may have placed their hands in the vehicle. (Handles, railings, seats, etc.), and ventilate the units after each transport.

## Subsector: Horse Ranches, Tourism Activities, Zip Line, Aquatic and / or Recreational Theme Parks and Paint Ball.

Scope of application: These measures are mandatory for Horse Ranches, Tourism Activities, Zip Lining, Aquatic Parks, Recreational Parks and Paint Ball. To safeguard the health of tourists, employees, and collaborators.

### *Protocols to carry out during transportation for excursions to Horse Ranches, Tourism Activities, Aquatic Parks and Recreational Theme Parks.*

1. Sanitization of the vehicle before picking-up clients. Groups must be limited; the occupancy of the vehicle must not exceed 50% of its capacity.
2. Taking the customer's temperature before boarding the transport. The use of hand sanitizer is mandatory prior to boarding.
3. Buses or trucks must have a sign indicating that both passengers and service providers must always wear a face mask.

4. In the transport vehicle, there must be an armchair in between or the measure indicated by the authorities, between each passenger, thus avoiding large concentrations of people in the same environment, whether with reduced ventilation or none.

5. Drivers must have antibacterial gel and disposable tissues to offer passengers.

6. Drivers must sanitize the internal and external handles of their units after dropping off passengers, as well as any other surface on which passengers may have placed their hands in the vehicle. (Handles, railings, seats, etc.), and ventilate the units after each transport.

7. Windows must be kept open.

8. Shuttles or recreational vehicles can only be used to transport individual groups (clients arriving or residing together), all must always wear a mask.

## General Measures for all Tourist Activity Services

### Storage Facilities and Lockers

1. Sanitize the surfaces of the lockers and the storage facilities after using them if they are used by group, or hourly otherwise.
2. Install antibacterial gel dispensers near lockers and storage facilities so guests can use before and after storing and / or removing their belongings.
3. Use automatic or combination lockers, whenever possible, to avoid the need to use key locks. If you need to use keys, install a container to deposit the used keys and sanitize them each time they are received.

### Bathrooms and Changing Rooms

1. Install antibacterial gel dispensers at the entrance to the bathrooms.
2. Install signs on the floor to guide guests so that they know where they should be when waiting for their turn to use the facilities.
3. Use trash cans with pedals, for a handsfree disposal of waste and garbage.
4. Close drinking water sources and post signs that they are out of service.
5. Remove all reusable hand towels and air dryers. Use only disposable hand towels.
6. Sanitize toilets on a regular basis (at least every two hours).

### Preventive Measures During Sale or Reservation of Activity

1. Put indications of prudent spaces between customers in the waiting line to get to the counter for buying or booking activities.
2. Disinfect the counter regularly after each interaction with a client and throughout the day according to the change of shift of the employees.
3. Do not use price sheets or reusable menus with customers. It is recommended that the information be found on signs or in digital media. Alternatively, use single-use disposable price sheets. The pens should be sanitized after each use.

### Photographers and Videographers

1. Enforce physical distance between photographers and tourists.
2. Do not allow reusable price sheets to be used with guests. Information must be on signs or accessible on social media. If this is not possible, use disposable sheets. Disinfect pencils / pens after each use.
3. Sanitize equipment in regular intervals throughout the day, at least every two hours.
4. Distribute photos and videos digitally, to prevent physical exchanges.
5. Photographers must have disinfectant (based on 70% alcohol or more) and use it after each interaction with clients, including currency exchange.

### Inside the Facilities and Horse Ranch Tours

9. When starting the horse ride, the reins, and saddles to be used by each client must be sanitized in their presence before riding.
10. Have scattered stations with antibacterial hand sanitizer, gloves, masks, and disposable handkerchiefs to equip hikers; These must also be available at the locations where the excursion activities will take place.
11. The toilets of the excursion centers or establishments must be neat and have water, soap and disposable paper at all times, as well as have a person in charge of disinfecting the locks, handles of the toilets and sinks.
12. Develop tours of unique senses (one-way direction), to avoid crossings with other groups.
13. At the end of the horseback ride, clients should be directed to the restrooms, to wash arms and hands.
14. At the end of the horse ride, the reins and saddles must be sanitized.
15. Food and beverage service should maintain rigorous hygienic measures, with individual packaging for each client.

### **Within the Facilities and During the Touristic Activities:**

1. In zip lines and chair lifts six feet of distance will be maintained, during all the activity and all the safety equipment used by the clients for the activity must be disinfected before and after each use. For a good handling of the cleaning process, a log must be kept with the numbering of each article and record when they are used and sanitized.
2. Have disseminated stations with antibacterial hand sanitizer, gloves, masks, and disposable towel to equip hikers; These must also be available at the locations where the excursion activities will take place.
3. The toilets of the establishment must be neat and have water, soap and disposable paper at all times, as well as having a person in charge of constant disinfection of the locks, toilet handles and sinks.
4. Food and beverage service should maintain rigorous hygienic measures, with individual packaging for each client.
5. Develop tours of unique senses (one-way direction), to avoid crossings with other groups.
6. Limit the number of the groups, no more than six visitors for guided experiences.
7. Providers should maximize the distance between groups in guided experiences and between individuals in unguided experiences.
8. Reduce users on platforms, as it is safe and practical to do so. Groups should not be together on platforms or at crossings.
9. Whenever possible, all exit processes, entry and payment must be made outdoors.
10. Whenever possible, use technology solutions to reduce person-to-person interaction for reservations and payment.
11. Whenever possible, physical barriers such as partitions or Plexiglas at cash registers or other areas of interaction.

### **Within the Facilities of Aquatic and/or Recreational Theme Parks**

1. All the equipment to be used by customers must be sanitized in front of them for their safety and trust. For good process management, a cleaning log should be kept listing each item and recording when it was used and sanitized.

2. The established safety distance will be maintained, throughout the activity.

3. All equipment used by clients for the activity must be disinfected after each use.

4. Have scattered stations with antibacterial hand sanitizer, gloves, masks, and disposable towels to equip hikers; These must also be available at the locations where the excursion activities will take place.

5. The toilets of the establishment must be neat and have water, soap and disposable paper at all times, as well as having a person in charge of constant disinfection of the locks, toilet handles and sinks.

6. Develop tours of unique senses (one-way direction), to avoid crossings with other groups.

### **Protocol for Kitchen and Restaurant Areas within Water and / or Recreational Theme Parks**

7. Food safety handling. The manager will maintain correct handling practices appropriate to their workplace. The new measures for preventing person-to-person contagion should not, under any circumstances be bypassed.
8. You will maintain a distance of more than two meters at your workstations.
9. The kitchen staff will always wear a mask.
10. You will carry out conscious, regular, and adequate hand washing after having been in contact with possible sources of contamination.
11. Use of disposable gloves:
  - a) Change frequently and between changes wash your hands thoroughly.
  - b) The tasks carried out must be evaluated to avoid cross contamination. Therefore, it is recommended to serve ready-to-eat foods.
12. Perform deep-cleaning of all areas, keeping control and permanent record of them.
13. Eliminate the self-service of food and beverages, priority will be given to serving portions for individual use as opposed to trays for collective use.
14. Install a station with disinfectant dispensers in both the customer area and the kitchen staff area, having designated personnel who discreetly ask individuals to wash their hands before entering the restaurant.

15. Have posters in the service area to inform the client that the tables are cleaned and disinfected before sitting down.

16. Delete the menu card of the restaurants and offer to see the menu by using the QR code or through a mobile phone application.

### **Restaurant Capacity and Distance**

17. Reduce spaces in buffets and restaurants by 15-30% to obtain more space and avoid a large number of clients in one place and time.

18. Respect the expected capacity in each room, advising a maximum density of 4 people per 10 square meters and a separation of two meters between clients from different family units. If necessary, shifts will be established in the use of the restaurant.

19. After each shift, all disposable items will be removed and the items that may have come in contact with the clients' hands will be cleaned and disinfected.

20. The arrangement of the tables should be such that the distances between the backrest from chair to chair, from one table to another is greater than two meters.

21. Avoid customer contact with food:

a) Remove all the tongs, ladles and other household items that can be handled by several clients in the buffet. To do this, establishment personnel must serve the clients.

b) The client will not have the option of accessing cutlery, the tables will be set up with disposable tablecloth, cutlery, glasses, napkins. Disposable utensils are recommended as much as possible.

22. When the client finishes, all items will be removed the table, and will be disinfected. The table will be reassembled with all the new elements for the next diner.

### **F&B Service Personnel Behaviors:**

23. Monitor and completely avoid the manipulation by the client of food, equipment, household items, etc. that may be used by a client of another coexistence unit.

24. Room staff will maintain a minimum safety distance of two meters. Maintain strict hand hygiene. Under no circumstances will they hug, kiss or touch clients or other employees.

25. Avoid sharing objects with customers or employees. In the event that it is essential to share objects, make sure they are adequately sanitized. If the waiter is to serve the tables, they will wear a surgical mask and disposable gloves.

26. All the dishes, cutlery and glassware that have been exposed in the restaurant will be cleaned and disinfected in the dishwasher, including ones that have not been used but have come in contact with the customers' hands. Wash and disinfect the dishes at temperatures above 80°C.

27. Tablecloths and napkins must be washed in an industrial way; these will be single use and they must be changed in each service. Tablecloths, napkins and work clothes should be washed at a temperature of more than 60°C.

28. After each service, the living rooms and dining rooms will be ventilated by opening the windows.

29. After each service, surfaces must be cleaned and disinfected, vending machines, doorknobs, buffet counters, etc., and in general, any surface that may have been touched with the hands following the protocols of cleaning.

30. Vending machines for coffee, juices, carbonated drinks (sodas) will be cleaned and disinfected after each service.

31. Food must be cooked above 70°C, keep the cold chain and keep food protected at all times with films, showcases, packaging and labels.

# Protocol for Paint Ball Activities:

1. All equipment used by clients (helmets, guns, tanks, face covers, vests, etc.) should be sanitized in front of them for safety and trust generation.
2. Social distancing should be kept during all activity.
3. All equipment utilized by clients for the activity should be disinfected after use.
4. Have scattered stations with disinfectant anti- bacterial gel for hands, gloves, facial masks and disposable tissues for the use of excursionists.
5. Bathrooms should be clean and have access to water, soap, and toilet paper. A cleaning person should oversee general maintenance of facilities.
6. Food and beverage should be individually packed and keep hygienic measures.
7. Groups should keep a maximum of 10 players divided in 2 teams of 5 players each.
8. Temperature should be checked at the entrance of the activity.
9. New, packed paintball masks should be available at the activity.
10. Once paintball activity is finished; clients should leave facilities to avoid crowds.
11. Clean, disinfected clothes should be provided, even group can bring black or white t-shirts to build teams while on the activity.

## Activity: Maritime Transport and Water Sports

Scope of application: These measures are mandatory for Maritime Transport and Water Sports in order to safeguard the health of tourists, employees and staff/associates.

# Protocols for Sea Transport and Water Sports that include: Snorkeling, Surf School, Sailing, Kayaking and Bananas Boats.

### Procedures for ground transportation to bring the client to the activity or embarking point must include all of these:

1. Sanitization of the vehicle before picking-up clients. The groups must be small so that the vehicle occupancy does not exceed 50% of its capacity.
2. Taking the customer's temperature prior to boarding the transport vehicle. The use of hand sanitizer is mandatory when helping board clients into the vehicles in which they will be transported.
3. Buses or vans must have a sign indicating that both passengers and service providers must wear a face mask at all times.
4. In the transport vehicle, there must be an empty seat space or some spacing of the size indicated by the authorities, between each passenger, thus avoiding large concentrations of people in the same environment, whether or not there is reduced ventilation.
5. Drivers must have antibacterial hand gel and disposable tissues to offer passengers.
6. Drivers and captains must sanitize the internal and external handles of their units after unloading passengers, as well as any other surface passengers can put their hands on to move inside them (handles, railings, seats, etc.), and ventilate the units after each transport (if applicable).
7. Make sure handrails are available to board boats to limit crew exposure to help people get on the boat.

### During the activity:

8. All equipment to be used by customers (tanks, masks, snorkel tube for breathing, clappers, paddles, kayak seat, sail railing, seats and handles in bananas, etc.) must be sanitized before and after each use.
9. The established safety distance will be maintained throughout the activity.

10. Have scattered stations with antibacterial hand sanitizer, face masks, and disposable tissues for the excursion participants. These must also be available at the locations where the excursion activities will take place.

11. The restrooms of the establishments visited must be clean and have water, soap and disposable paper towels at all times, as well as having a person who is in charge of the constant disinfection of locks, handles of toilets and sinks.

12. It is advisable that measures for the food and beverage service on the excursion maintain rigorous hygienic measures, with individual packaging for each client.

13. Do not share sunblock lotions or lip balms with other people.

14. Good practices for peak times during surfing (for example: respecting the order of one's turn during the high peak times, not jumping waves, respecting the minimum recommended distance of 4 meters, or about 12 feet)

15. Do not allow beach chairs, umbrellas, coolers, etc. to be shared by people from different households.

16. All material used for snorkeling, surfing, sailing, kayaking and bananas boats must be used disinfected after use.

### At the end of the sports activity:

1. Do not use public showers.
2. Avoid using shared water hoses and footbaths.
3. Each person should use their own towel; they should not be shared.
4. Do not disinfect sports equipment in shared showers or footbaths.

# Protocols for Parasailing Excursions and Locations:

## **Procedures for ground transportation to bring the client to the activity or embarking point must include all of these:**

1. Sanitization of the vehicle before collecting the clients. The groups must be small, so that the vehicle occupancy does not exceed 50% of its capacity.
2. Taking each customer's temperature before boarding the transport vehicle. The use of hand sanitizer is mandatory when helping board clients into the vehicles in which they will be transported.
3. Buses or vans must have a sign indicating that both passengers and service providers must wear a face mask at all times.
4. In the transport vehicle, there must be an empty seat space or some spacing of the size indicated by the authorities, between each passenger, thus avoiding large concentrations of people in the same environment, whether or not there is reduced ventilation. This measure also applies to boats.
5. Drivers and captains must have antibacterial hand gel and disposable tissues to offer passengers.
6. Drivers and captains must sanitize the internal and external handles of their units after unloading passengers, as well as any other surface passengers can put their hands on to move inside them (handles, railings, seats, etc.), and ventilate the units after each transport (if applicable).
7. All equipment to be used by clients (life jackets, helmets, bars, harnesses, etc.) must be sanitized before and after each use.
8. At the end of an activity requiring the removal of face masks, excursion participants should wear their-masks again.
9. The established safety distance will be maintained throughout the activity, including on boats.
10. Have scattered stations with antibacterial hand sanitizer, face masks, and disposable tissues for the excursion participants. These must also be available at the locations where the excursion activities will take place.
11. The restrooms of the establishments must be clean and have water, soap and disposable paper towels at all times, as well as having a person who is in charge of the constant disinfection of locks, handles of toilets and sinks.
12. It is advisable that measures for the food and beverage service on the excursion maintain rigorous hygienic measures, with individual packaging for each client.
13. The boats must be sanitized before and after each service.
14. Do not share sunblock lotions or lip balms with other people.
15. Do not allow beach chairs, umbrellas, coolers, etc. to be shared by people from different households.
16. All material used for snorkeling, surfing, sailing, kayaking and bananas boatss must be used disinfected after use.

## ***During the activity:***

7. All equipment to be used by clients (life jackets, helmets, bars, harnesses, etc.) must be sanitized before and after each use.

# Protocols for Diving School Excursions and Locations:

## **Procedures for ground transportation to bring the client to the activity or embarking point must include all of these:**

1. Sanitization of the vehicle before the collection of the clients. The groups must be small, so that the vehicle occupancy does not exceed 50% of its capacity.
2. Taking each customer's temperature before boarding the transport vehicle. The use of hand sanitizer is mandatory when helping board clients into the vehicles in which they will be transported.
3. Buses or vans must have a sign indicating that both passengers and service providers must wear a face mask at all times.
4. In the transport vehicle, there must be an empty seat space or some spacing of the size indicated by the authorities, between each passenger, thus avoiding large concentrations of people in the same environment, whether or not there is reduced ventilation. This measure also applies to boats.
5. Drivers and captains must have antibacterial gel and disposable handkerchiefs to offer passengers.
6. Drivers and captains must sanitize the internal and external handles of their units after unloading passengers, as well as any other surface passengers can put their hands on to move inside them (handles, railings, seats, etc.), and ventilate the units after each transport (if applicable).

## **Within the facilities and during the activity:**

7. All the equipment to be used by clients (breathing apparatus, tanks, harnesses, masks, clappers, etc.) must be sanitized before and after each use.
8. At the end of the activity, excursion participants should wear their face masks again.
9. The established safety distance will be maintained throughout the activity, including on boats.
10. The boats must be sanitized before and after each service

11. Have scattered stations with antibacterial hand sanitizer, face masks, and disposable tissues for the excursion participants. These must also be available at the locations where the excursion activities will take place.

12. The restrooms of the establishments must be clean and have water, soap and disposable paper towels at all times, as well as having a person who is in charge of the constant disinfection of the, handles of toilets and sinks.

13. It is advisable that the measures for the food and beverage service on the excursion maintain rigorous hygienic measures, with individual packaging for each client.

14. Do not share sunblock lotions or lip balms with other people.

15. Do not allow beach chairs, umbrellas, coolers, etc. to be shared by people from different households.

## **Preventive measures before going out:**

1. Take your temperature before leaving home or the hotel room.
2. In case you have any symptom, do not leave your home or hotel room.
3. Use Personal Protective Equipment (facemasks, gloves, etc.).
4. Bring a portable bottle of alcohol hand sanitizer gel, bring your own water bottle marked with initials.
5. Preferably carry a single-use, waterproof "wet bathing suit" compartment.
6. Wear closed footwear (not flip flops) and long pants preferably.

## **At the end of the sports activity:**

5. Do not use public showers.
6. Avoid using shared showers, water hoses and footbaths.
7. Each person should use their own towel; they should not be shared.

**Cleaning of the used area:**

1. Bathrooms should be cleaned and disinfected every hour.
2. Cross ventilation should be maximized for bathrooms, keeping doors and windows open if possible.
3. Signage should be posted outside and inside restrooms emphasizing the requirement to use facial covers and the importance of hygiene.

*It is required to maintain a cleaning log of common areas needing cleaning and disinfection.*

**Subsection: Bars**

*Scope of application: These measures are mandatory for Bars in order to safeguard the health of tourists, employees and staff/associates.*

- Until August 24 only bars with tables in open areas with natural ventilation may be open. They will not be able to use enclosed spaces. Karaoke will not be allowed either in any commercial establishment.

1. Disinfection of the Establishment: All establishments must comply with the rules of disinfection, on all surfaces of the establishment -bars, tables, chairs, stools and all furniture- before opening their doors to the public and after the conclusion of the work day.

- a. Have signs in the service area to inform clients that tables are cleaned and disinfected before they sit down. develop a schedule for improved routine cleaning and disinfection.

2. Protocol for Personnel: All work personnel must take the COVID-19 test before the opening of the establishment, and every 15 days, they must take the quick test as a follow-up.

All work personnel (Bartender, Waiters, Hosts, Managers) must have face masks and gloves, along with integrating into their work routine disinfecting elbows, forearms, and hands, and keep a distance of a meter, approximately three feet, from their co-workers, as well as from customers.

*Observation: this point can be reinforced with the following measures:*

1. Food Safety and handling of food. The server will maintain correct handling practices appropriate to the workplace and his or her position. Take into account that this focus on the new measures of prevention of person-to-person contagion should not under any circumstances relax standard food safety practices.

2. Maintain a distance of more than two meters, or more than six feet, at their workstations.

3. Notify employees that they must keep all their personal belongings in a contained bag that can be tied or sealed and kept in their lockers.

4. Perform conscious, regular and adequate handwashing, after having been in contact with possible sources of contamination.

5. Employees must be trained in proper cleaning, disinfection, hand hygiene, and respiratory etiquette procedures.

6. Employees showing symptoms of illness must stay home.

7. Employees who have been exposed to people who test positive for COVID must be quarantined for 14 days on a mandatory basis.

8. Provide physical guides, such as duct tape or signage along walkways, to ensure that people remain a minimum of two meters or approximately six feet apart. Consider providing these guides where lines form, in the kitchen and at the bar.

9. Use of disposable gloves:

- a) Change gloves frequently and wash hands between changes.

- b) The necessary tasks must be developed in a way that avoids cross contamination. Thus, it is recommended to serve ready-to-eat foods.

*(Disinfection of the holder in which staff bring the client's bill, and of the pens clients use for signing)*

*(The waitstaff's trays must be disinfected after each table is taken out of service, so as to avoid the waitstaff from transferring any pathogens that may remain there.)*

**2. Merchandise receiving measures include the following measures:**

10. The receiving of merchandise must be done as quickly as possible and while maintaining the recommended social distance.

11. Take the temperature of each delivery person. Those with high temperature should be reported and their entry should be denied.

12. Require the use of face masks by each delivery person.

13. Designate a specific area for receiving goods and avoid the circulation of suppliers within the bar area.

14. Bottled products: fumigate with chlorinated solution for disinfection. Let the product remain for at least five minutes and wipe away with a disposable cloth or paper towel.

15. Fresh products (not vacuum packed): discard the original packaging and store in a secure container.

16. Frozen products in general: eliminate the original box as soon as possible, store at -18°C immediately.

17. Disinfect receiving areas after each delivery entry.

### **Periodic General Disinfection:**

1. Every 17 days, all establishments must carry out a day of interior and exterior disinfection. The general disinfection of all establishments in their exterior and interior areas is done in order to maintain an environment free of bacteria and viruses, thus creating a safer and properly disinfected area for customers and visitors.

2. Sterilize and wash all used dishes, glasses, forks, etc. in hot water at 80 ° C.

3. Staff must wear a face mask at all times. Clean and sterilize chairs and tables. Be sure to replace all silverware and glasses on the table, regardless of whether it appears to have been used.

4. Clean surfaces during opening hours and perform a complete disinfection of the bar after closing operations.

5. Clean and sterilize bar surfaces at least every 30 minutes.

6. Disinfect all soda taps, bar equipment, and nozzles daily.

7. Clean all bars, reusable serving equipment, and kitchen equipment according to standards.

8. All glassware, glasses, cups, mixers, measures, plates, cutlery, must be properly disinfected before and after use.

### **Periodic General Disinfection:**

1. Establishments will operate at 35% of their capacity, to guarantee the WHO recommended distance, at least 5 feet or one and a half meters.

2. To enforce this, signs must be implemented in all areas of the establishment, indicating the necessary distance of two meters or approximately 6 feet to avoid contact.

3. All chairs and tables will also be placed two meters or 6 feet apart, offering service only to customers at tables and at the bar and patio area. In cases where the furniture is stationary, make sure that the guests / groups of guests are seated one and a half meters or 5 feet away from other groups.

4. Close off common spaces, and only use tables designated for groups.

5. Do not allow people to congregate at the bar.

6. Wipe the chairs and bar with a clean paper towel using an alcohol-based cleaner (70% alcohol or more) at regular intervals and when the client asks for it. Dispose of the used paper towel in a hands-free trash can with a lid.

7. Remove all condiments and self-serve or shared items such as napkins, toothpicks, straws, matches, and ashtrays. These items must be provided upon request and containers must be disinfected between uses if they are not in single-use containers.

8. Group Limitation: Groups larger than 10 people are not permitted.

9. Ban on spaces: Clients are not allowed to crowd at the bar or high traffic passage areas. They must remain at their tables.

10. Limited Service: Service will only be provided to seated people.

### **Preparation of the premises**

1. Disinfectant Dispensers: Dispensers with easy access for clients, with antibacterial hand gel, will be placed in all areas of the establishments.

2. Ventilation: Ensure the proper functioning of the ventilation systems and increase the circulation of external air as much as possible (opening windows and prioritizing tables outside).

3. Order Taking and Menu: A digital menu system will be implemented to avoid the use of physical menus and disposable gloves will be made available to the client when selecting the order or bill to avoid surface contact.

### **Entry methods for clients and visitors**

1. Security personnel of the establishment must be provided with thermometers to check the temperature of the customers before they enter the establishment. People who have a temperature of or above 38 degrees Celsius, or 100.4 Fahrenheit, will not be allowed entry.

2. Place disinfectant on elbows, forearms, hands and footwear of clients and visitors before they enter the establishment.

3. In order to enter, people must wear face masks, being able to remove them only after taking a seat at their assigned table, and never before that moment.
4. To move to the restrooms or to the disinfection dispensers, guests must put their face masks on again.
5. Place markers on the floor to outline the required physical distance space while in the waiting or reception area and outside the bar if it is full.
6. Install or make available hand sanitizer in the entry area. Require customers to disinfect or wash their hands at the entrance to the bar.

### **Drink Service:**

1. Designate areas behind the bar exclusively for beverage preparation. If possible, install glass / plastic / plexiglass in the area of the bar where drinks are prepared to create a barrier between customers and bartenders.
2. Waiters must disinfect or wash their hands between drink orders, that is, after picking up a drink from the bar and delivering it to a customer's table and picking up empty glasses after consumption to bring back for washing.
3. Discourage the use of multi-use menus (food, drinks, specials). If digital methods are not available, use disposable signage or printed menus. Menus printed on paper should be discarded after use. In case a decision is made to continue using reusable menus, ensure they are laminated and disinfected after each use.

### **Social and cultural activities:**

1. Limit social and cultural activities to those that can be accomplished from a safe physical distance of two meters, or about six feet, such as musical performances, dance performances, etc.
2. Ensure two meters or six feet of space between client and performers on stage or in the designated performance area.
3. Disinfect the microphones before each use for musical and karaoke activities.
4. Do not hold contests or activities within the bar space that break the rules of physical distancing.

### **Payment methods:**

1. Install a glass / plastic / plexiglass shield around the cash register, if possible, to create a barrier between patrons and the cashier.
2. Encourage the use of digital point of sale (POS) systems known as VeriFone, where possible to reduce cash transactions. Notify customers of preference for cashless payments before entering so they can plan accordingly. Disinfect the POS machine after each use.
3. Disinfect the holders in which the customer's bill is presented and the pens customers use for signing.
4. Enforce physical distance with distance signage on floors or the use of arrow markers to guide customers who wish to pay at the cash desk.
5. Employees must disinfect or wash their hands after interacting with customers' credit cards, the card machines, and cash. Disinfect or wash hands after accepting tips.
6. Clean stations (phones, registers, tables) regularly throughout the day and at the end of each shift.

### **Restrooms**

1. Place hand sanitizer stations at the entrance to the restrooms.
2. Place floor markers or indicators on the floor to guide customers to where the lines for the restrooms should form.
3. Use hands-free trash cans with lids for non-contact waste disposal.
4. Turn off decorative water fountains, and place signs to indicate that they are closed until further notice.
5. Remove reusable hand towels and do not allow the use of air hand dryers. Only use disposable paper hand towels.
6. Discontinue providing shared hygiene or sanitary products, e.g. comb, brush, mints, hair spray, lotion, cologne, etc.
7. Disinfect restrooms regularly (at least every two hours).

# Special Post COVID-19 Protocol for Dominican tourism sector applied to activities regulated by the Ministry of Tourism: Restaurants

*Scope of application: These measures are mandatory for Restaurants. In order to safeguard the health of tourists, employees and associates*

## Dining area

### Guide to Cleaning and Disinfection

Coronavirus particles on surfaces and objects die naturally within hours or days. Warm temperatures and exposure to sunlight will reduce the survival time of the virus on surfaces and objects.

Normal routine cleaning with soap and water removes germs and dirt from surfaces. This reduces the risk of spreading COVID-19 infection.

Disinfectants kill germs on surfaces. Killing germs on a surface after cleaning it further reduces the risk of spreading infections.

## Personnel hygiene

1. The use of face masks is mandatory for all personnel and the use of gloves is optional depending on the functions to be carried out. (The employer must provide each employee with a new mask at the beginning of the day, to ensure that it is aseptic.) Clients must wear their masks to enter the establishment and they will be allowed to remove them once they are seated.

2. An assigned person will perform temperature checks upon arrival, and a person with fever will be directly reported to the health center. (Employees with a fever must be told they will be excluded from service, until they are examined by health authorities.)

3. Workers must inform the company if they have been in contact with any person infected with the virus.

4. All personnel should wash their hands for at least 20 seconds after using the restroom, before eating, and after touching their nose, coughing, or sneezing.

5. The staff will not be able to congregate to talk and they must always keep a distance of at least one meter, or approximately three feet, between each other.

6. Avoid touching eyes, nose and mouth.

7. It is recommended not to use mobile phones. If used, hands must be thoroughly washed again.

8. Limit the number of employees allowed simultaneously in break rooms. (The establishment must place a sanitizing hand gel dispenser in this area.)

## Specific measures for the dining area

1. Reduce maximum capacity in buffets and restaurants by 15-30% in order to obtain more space and avoid a large number of diners in one place and at one time.

2. Encourage large groups (six and above) to make reservations in advance and set a maximum number of reservations that can be made for any day. The maximum group size should not be more than 10 individuals.

3. After each shift, all disposable items that may have come in contact with a client's hands will be removed and sanitized.

4. Rethink the arrangement of tables so that the distances between the backrest from chair to chair, from one table to another is greater than two meters or approximately six feet, in the case of restaurants in closed spaces with air conditioning, and one meter and a half, or approximately 5 feet in establishments outdoors, in open spaces or with natural ventilation.

5. Eliminate users' ability to sit alone and guide customers to seats to ensure distance between tables is maintained. If this is not possible because of staff duties, clearly indicate through markings and signs which seats can be used.

6. Carry out cleaning and disinfection of tables and chairs before the restaurant opens and between services.

7. Prepare the tables just before the reservation or set the table up in front of the client.

8. Reduce the time that cutlery and dishes are exposed. Protect them until use.

9. Disinfect dining area floors twice a day or as many times as necessary.

10. Install disinfectant dispensers / hand gel systems on customers tables. (There must be a dispenser at the entrance of the restaurant, for the mandatory use of each diner when entering the establishment).

11. Menus: Implement systems discouraging physical contact. Discourage the use of multi-use menus (food, drinks, specials). If digital methods are not available, use disposable signage or printed menus. Menus printed on paper should be discarded after use. In case a decision is made to continue using reusable menus, ensure they are laminated and disinfected after each use.

12. Digital menus, disposable menus. Establishments can implement menus on screens or through QR codes to be viewed on customer's mobile phones. Use the restaurant's social media when possible to display menus and encourage customers to use their personal phones to search for food choices instead of receiving a physical menu. The link information should be posted at the entrance and / or on the wall (s) of the restaurant. If possible, complimentary WIFI should be provided for customers, if necessary, to access the menu.

13. All table linens must be changed between all services and subsequent cleaning and disinfection of tables and chairs.

14. Encourage the use of paper napkins.

15. Use disposable paper towels for surface cleaning.

16. Place markers on the floor to indicate the required physical distance space while in the waiting / reception area and outside the restaurant if it is full.

17. Remove shared self-service snacks, for example, water, coffee, tea, etc. from the reception areas. Remove material from the shared reception area, including magazines and books.

18. Discontinue the use of shared condiments like ketchup, mustard, hot sauce, and saltshakers.

19. Clearly tell diners which seats can be used through markings and signage.

20. Install a glass / plastic / plexiglass shield between food and customers if possible

21. All dishes, cutlery and glassware that have been exposed in the restaurant will be cleaned and disinfected in the dishwasher, including ones that have not been used but could have been in contact with customers' hands. Wash and disinfect the dishes at temperatures above 80° Celsius, or approximately 176° Fahrenheit.

22. Tablecloths and napkins must be washed industrially. These will be single use and must be changed in each service. Tablecloths, napkins and work clothes should be washed at a temperature of more than 60° Celsius, or approximately 140° Fahrenheit.

23. Living rooms and dining rooms will be ventilated after each service by opening the windows.

***At the moment customers arrive into the restaurant reception area, the exceptional preventive measures for infection safety will be explained to them.***

1. The use of thermal cameras or digital thermometers is recommended to measure the temperature of the clients.

2. Offer antibacterial hand gel on the tables for customers.

3. Arrange furniture in the waiting / reception area to allow for physical distancing.

4. Minimize the number of waitstaff who interact with the customers.

5. Maintain the maximum possible distance between personnel and clients.

6. Maintain constant cleaning and disinfection in the restroom area.

7. Frequently disinfect surfaces employees or customers touch, such as door handles, equipment handles, the counter where customers pay.

8. Disinfection of the holder in which staff bring the client's bill and of the pens the clients use for signing.

9. Waitstaffs' trays must be disinfected after each table is taken out of service. This is to prevent the waitstaff from transferring any pathogens that may remain there.

### **Specific measures for the kitchen**

The recommendation is to wash hands with warm soapy water for at least 20 seconds before and after handling food. (Specify the use of mandatory face mask at all times and disposable gloves for all food handling.)

1. Reorganization of workspaces to allow physical distance.
2. Wash, rinse, and sanitize food-touching surfaces, such as dishes, utensils, food-preparation surfaces, and beverage equipment after use.
3. Washing of utensils: Preferably in the dishwasher.
4. Do not exchange utensils between chefs without prior cleaning.
5. Use paper towels for surface cleaning.
6. Raw food: procedures should be implemented for the cleaning and disinfection of all food that will be consumed raw. Use disinfectants suitable for food use.
7. Cooked food: Apply conditions that guarantee thorough cooking at proper temperatures.
8. Follow the four key steps for food safety: cleaning, separating, cooking and cooling.
9. Separate workstations (when possible) so that staff members are not face to face when working. Stagger workers around counters, tables, and kitchens for food preparation.
10. Use face masks and hair nets during food preparation.
11. Restrict access from the kitchen and storage areas to kitchen and service personnel only. Deny user access and discontinue (where applicable) a "chef table" in the kitchen.
12. Maintain smaller inventories than normal in case of possible contamination and the need to destroy stored items.

### **Cleaning and Disinfection: Merchandise receiving measures**

1. The receiving of merchandise must be done as quickly as possible and while maintaining the recommended social distance.
2. Designate a specific area for receiving goods and avoid the circulation of suppliers within the restaurant.
3. Everything must be disinfected following the specifications of each product.
4. Bottled products: soak with chlorinated solution for disinfection. Let the product remain for at least five minutes and wipe away with a disposable cloth or paper towel.
5. Vegetables: Disinfect all vegetables by triple washing and store them dry in the cold room or refrigerator.

6. Fresh proteins (vacuum packed): make sure that no seals are broken, disinfect and rinse with a single-use cloth or paper towel, store as quickly as possible at 5°C or about 41° Fahrenheit or less.
7. Fresh products (not vacuum packed): discard the original packaging and store in a secure container.
8. Frozen products in general: eliminate the original box as soon as possible, store at -18°C or about -0.4° Fahrenheit immediately.

### **Measures for Take-out and delivery**

1. Make sure wrappers and containers used to transport food prevent contamination.
2. Regularly clean and disinfect coolers and thermal bags that are used to deliver meals.
3. Implement security seals on food packaging and reinforce the packaging of food being transported, to guarantee the consumer can verify upon receipt that it has not been opened during the journey.
4. Require delivery service or delivery companies to comply with all hygiene and safety measures required of each establishment for transporting food.
5. When delivering food to customers, either at a window or a door, or in another area outside the restaurant, avoid close contact with others as much as possible.
6. Encourage electronic or credit or debit card payment, to reduce contact with cash.

### **Measures for payments**

1. Install a glass / plastic / plexiglass shield around certain areas of the cash registers, if possible, to create a barrier between customers and cashiers.
2. Encourage the use of digital point of sale (POS) systems, where possible to reduce cash transactions. Notify customers of preference for cashless payments before entering so they can plan accordingly. Disinfect the POS machine after each use.
3. Enforce physical distancing with distance markers on floors or the use of signage to guide clients in the distance they must maintain from each other.

4. Encourage physical distancing of cash registers by spacing stations two meters or about six feet apart, when possible, when there are several cash register stations.

5. Employees must disinfect or wash their hands after interacting with customers' credit cards, the card machines, and cash. Disinfect or wash hands after accepting tips.

6. Disinfect the holders in which the customer's bill is presented with a disinfectant with an alcohol base (70% alcohol or more) after each guest has handled and used it.

7. Clean stations (phones, registers, tables) regularly throughout the day and at the end of each shift.