

# The Fives

HOTELS & RESIDENCES

## THE FIVE INITIATIVES FOR SAFE & HEALTHY HOLIDAYS

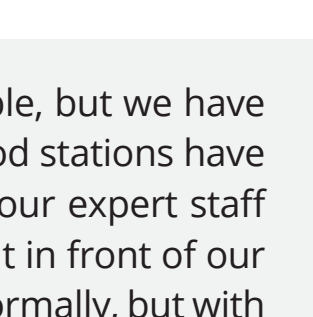
The Fives Hotels & Residences, the leader in Residence Resorts in Mexico, is rolling out **The Five Initiatives** program to ensure Safe & Healthy Holidays for all guests once travelling resumes in earnest in the near future. The Initiatives are focused on creating exceptional, unique and most importantly safe & healthy conditions for every part of the guest's travel journey. The Residence Resort concept, which provides guests with the comfort of vacationing in their own one, two or three bedroom residence, with living rooms, dining rooms and full kitchens, is ideal for this initiative, and the quality of experiences provided by The Fives will continue to be unmatched by any resort offering traditional hotel rooms. We would like to provide you details of this plan in the this document.

The Fives Hotels & Residences has been working with its Quality Control, Health and Safety departments, senior leadership and industry partners to revamp existing health and safety procedures and protocols and implement heightened cleaning and hygiene measures, effective May 1st, 2020.

Our new uncompromising Standard Operating Procedures will be audited not only by our internal Quality Control department but also by external auditors from CRISTAL International Standards. All of which adhere to strict guidelines issued by local and federal government agencies, the World Health Organization, Center for Disease Control and the International Sanitary Supply Association.

For additional information, please visit [www.thefiveshotels.com/health](http://www.thefiveshotels.com/health) or write to us at [info@thefiveshotels.com](mailto:info@thefiveshotels.com).

### 01. EXCEPTIONAL (AND SAFE) DINNING OPTIONS:



Our Food & Beverage operations have undergone changes to guarantee the safest dining experience available, and exciting enhancements to give guests even more options on how to enjoy meals in innovative ways that take advantage of the amenities available in our one, two and three bedroom resort residences with full dining rooms and kitchens:

- a. All Restaurants will now offer full take away options for dinner only, permitting clients to take their favorites from each dining experience to enjoy in the comfort of their resort residences.



- b. Restaurant dining will continue to be available, but we have eliminated all food displays and buffets. Food stations have been converted to cooking stations where our expert staff will prepare beloved dishes *a la minute*, right in front of our guests. A la Carte restaurants will operate normally, but with reduced capacity and seating to ensure social distancing.

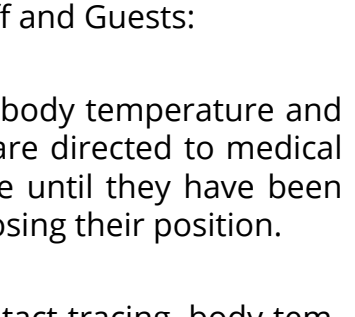
- c. Room Service will remain available, now focused on classic favorites and comfort foods.

- d. We are excited to launch our **U-Chef Box** program which will deliver a full set of ready to use ingredients and instructions for our guests to prepare some of the most popular dishes from our restaurants right in their own resort residence kitchen. Follow the instructions or tune into FivesTV on your in room television every 30 minutes to watch Chef Fernando Pulido prepare it with you. \*

- e. Lastly, for a small fee, we will send a member of our culinary team to prepare a fresh, custom made meal for you and your family in the comfort of your resort residence. \*

\*Only available for guests staying in a One, Two or Three Bedroom Resort Residence and for the maximum allowed occupancy of each residence. A Extra fee will apply to each box.

### 02. PEOPLE GETTING INTO THE PROPERTY:



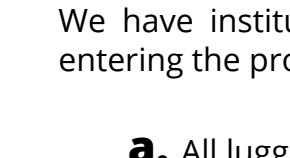
We have instituted new protocols for property access for both Staff and Guests:

- a. All Staff are screened daily on arrival for contact tracing, body temperature and symptoms of illness. In the event of any concerns, Staff are directed to medical professionals off site and are allowed to remain at home until they have been cleared to return, without having to be concerned about losing their position.

- b. All Guests are screened on arrival to the property for contact tracing, body temperature and symptoms of illness. In the event of any concerns, potential guests may be required to isolate in their rooms while they receive medical attention to discount any health issued, or they may be denied entry to the property.

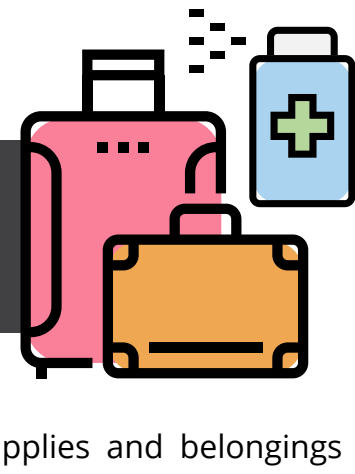
- c. The Resort will reserve the right to ask any guest to submit to a health check at any time during their stay in the event they present any symptoms.

- d. All Staff are required to wear face masks and appropriate PPE in all areas of the resort at all times.



- e. Facemasks, gloves and disinfectant are available for guests use during their time at the property. Guests will be encouraged to wear facemasks anytime they are out of their rooms.

### 03. THINGS GETTING INTO THE PROPERTY:



We have instituted new delivery and entry protocols for all supplies and belongings entering the property:

- a. All luggage and guest personal effects will be sanitized with EPA & CDC compliant sanitizers before passing through our doors.

- b. All hotel supplies will receive special processing upon delivery and be sanitized with EPA & CDC compliant products and procedures.

### 04. SOCIAL DISTANCING ONCE ON PROPERTY:



We have instituted safe distancing protocols in all guest areas including limiting capacities and spacing in:

- a. Beach, Pools & Lounge Chairs

- b. Restaurants & Bars

- c. Entertainment Venues & Shows

- d. Kids Play Areas

### 05. CLEANING EVERYTHING:



Finally In coordination with CRISTAL International Standards, we have implemented new Standard Operating Procedures for cleaning and sanitizing of all guest and staff areas with CDC & EPA approved disinfectants reaching every nook and cranny, including ones you never thought of before. Here are some examples of these new SOPs.

## SAFE AND HEALTHY HOLIDAYS CLEANING PROTOCOLS

### LOBBY

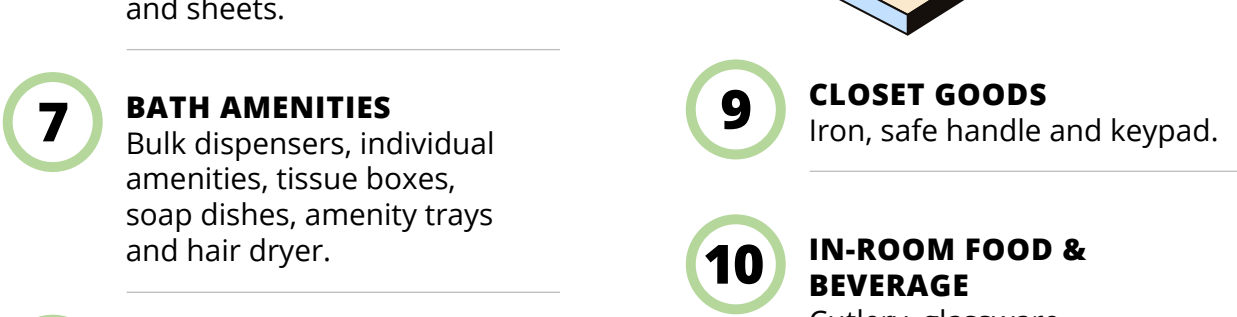
- 1. TWO STAGE LUGGAGE RECEPTION & DISINFECTION.
- 2. DISINFECTING ARCH FOR GUESTS
- 3. FOOTWEAR DISINFECTING WASH ON ENTRY
- 4. DISINFECTING FOG EVERY 4 HOURS



- 5. THERMAL SCANNER AT ENTRANCES
- 6. SAFE DISTANCE MARKERS
- 7. CONSTANT CLEANING OF ALL SURFACES
- 8. ACRYLIC BARRIERS AT CHECK IN
- 9. ANTIBACTERIAL GEL FOR GUEST USE

### GUEST ROOM

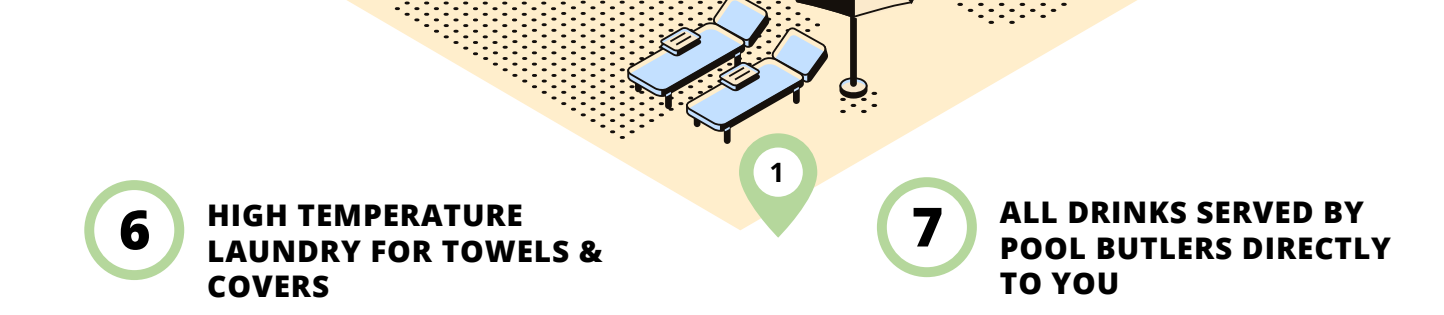
- 1. SWITCHES & ELECTRONIC CONTROLS  
Lights, lamps, switches and electronic controls.
- 2. HANDLES & KNOBS  
Doors, closets, drawers, furniture knobs and drapery pull handles.
- 3. MAJOR BATHROOM SURFACES  
Toilet handles and seats, splash walls, shower/tub controls and sink faucets.
- 4. CLIMATE CONTROL PANELS
- 5. TELEPHONES, REMOTE CONTROLS & CLOCKS  
Handsets, dial pads and function buttons.



- 6. BED & BEDDING  
All bed linens including duvet covers, pillowcases and sheets.
- 7. BATH AMENITIES  
Bulk dispensers, individual amenities, tissue boxes, soap dishes, amenity trays and hair dryer.
- 8. HARD SURFACES  
Tables, desks and nightstands.
- 9. CLOSET GOODS  
Iron, safe handle and keypad.
- 10. IN-ROOM FOOD & BEVERAGE  
Cutlery, glassware, mini bars, ice buckets, wine bar, kettle and coffeemaker.

### BEACH & POOL AREAS

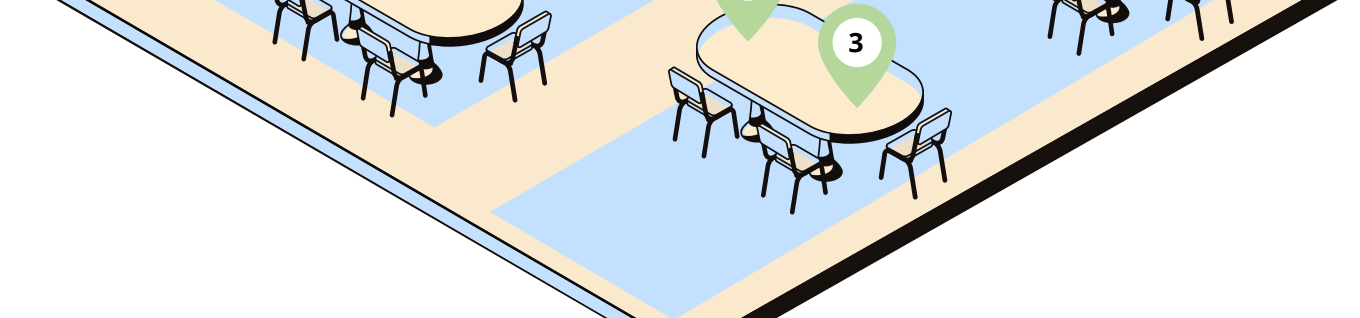
- 1. ALL FURNISHINGS DISINFECTED EVERY 4 HOURS.
- 2. PERSONAL LOUNGE COVER REPLACED FOR EACH GUEST
- 3. ANTIBACTERIAL WATER TREATMENT
- 4. SAFE DISTANCING OF LOUNGE CHAIRS
- 5. CONSTANT DISINFECTION OF GUEST TOUCH POINTS



- 6. HIGH TEMPERATURE LAUNDRY FOR TOWELS & COVERS
- 7. ALL DRINKS SERVED BY POOL BUTLERS DIRECTLY TO YOU

### RESTAURANTS

- 1. SEATING CAPACITY ADJUSTED TO REDUCE GROUPING
- 2. DISINFECTING FOGGING BETWEEN SERVICES
- 3. TABLETOPS WITH NO FIXED SERVICE ITEMS
- 4. ALL SERVICE ITEMS DELIVERED FRESH TO EACH NEW SEATING
- 5. TABLES & SHARES DISINFECTED AFTER EACH SEATING
- 6. SOCIAL DISTANCING GUIDELINES OBSERVED



- 7. NO FOOD DISPLAYS. ALL FRESH PREPARATION.
- 8. FOOTWEAR DISINFECTING WASH ON ENTRY
- 9. ANTIBACTERIAL GEL PROVIDED AT ENTRANCE & EXIT

WELCOME TO THE FAMILY