

PROTOCOL FOR GROUPS & CONVENTIONS

To ensure a comfortable and safe environment for our guests and partners, NIZUC Resort & Spa is taking into account the official instructions from the Government of Mexico at both the State and Federal level, as well as the information shared by the World Health Organization and the Centers for Disease Control. The resort has implemented the following measures on the property.

- The group coordinator, agency or meeting/wedding planner will be informed of the internal health policy and protocols.
- The format to remain in compliance with our health and shared responsibility standards is attached to the contract.
- An area will be designated for group food and beverage service according to the provisions of the negotiated contract. This will have to be done without affecting the approved design of the restaurant, where a sufficient distance is allowed between the tables in the area or the room assigned for consumption of F&B.
- The staff involved in holding the events will receive a more dedicated and in-depth training regarding COVID-19 cleaning and safety protocols.
- Likewise, all staff will be required to wear face masks at all times during the day and will frequently wash hands and use hand sanitizer.

Arrival for Groups

- Body temperature will be taken for all guests upon arrival at the resort and prior to check-in. All guests will be asked to fill out a short health questionnaire.
- All luggage will be disinfected upon arrival and before entering the property.
- All group registrations will be held in a different area than the main reception. This area will be assigned according to availability.
- You will be asked to respect the marks on the floor to maintain a healthy distance at check-in and check-out.
- For our partners, the use of face masks and antibacterial gel is mandatory.
- All frequently touched items such as desks, bank terminals, door handles, golf carts, etc. will be disinfected with special high-quality products.
- During registration, guests will be asked to respect social distancing according to the standards set by the World Health Organization and will be invited to use the flagship greeting with the hand on the heart.
- Automatic hand sanitizer dispensers will be available in the group registration area. It will also be available in the rooms as part of guest amenities.

Private Airport-Hotel-Airport Transportation

- All vehicles are thoroughly washed and disinfected after each service.
- All luggage is disinfected before being put in the vehicle. The driver will keep healthy distance, use a face mask and hand sanitizer.
- All vehicles will have hand sanitizer available for guests.

Transport in Golf Car

- All golf carts are deeply sanitized after each service.
- Guests traveling together can share the golf cart, otherwise only one guest will be allowed per cart.
- The golf cart driver is required to wear a face mask and use gloves.
- Hand sanitizer will be available in all golf carts and offered to guests.

Common Areas

- We have implemented a new deep cleaning process in all common areas using a variety of products of the highest quality.
- Automatic hand sanitizer dispensers are located at key points such as reception, pool and beach areas, restaurant and bar entrances and other areas that are frequented regularly.
- Only two people (except for families traveling together) will be allowed in the elevators. Furniture in guest areas will be accommodated according to social distance standards.
- Guests are invited to practice social distance staying at least six feet (1.5 meters) away from other guests who are not traveling with them.
- Cleaning and disinfection of all computer equipment will be carried out more frequently. These locations include the Business Center, Reception and stand buttons, as well as the areas of elevators, Winiks Kids Club, public bathrooms, ATMs and handrails.

Rooms

- All rooms, suites and villas are thoroughly cleaned and disinfected using Diversey products after each check out.
- All bed linen and towels will be changed daily and washed in high temperatures.
- All frequently touched items such as doorknobs, switchers, phones, remote control, mini bar, etc. will be disinfected. Other items such as magazines, sheets of paper, and pens will be available upon request.
- Hand sanitizer will be placed in all rooms as part of the amenities to be used during your stay.

Restaurants and Bars

- All our restaurants and bars are certified and recognized by the Secretary of Tourism for maintaining the highest hygiene standards in food and beverage management. In addition, all Health Secretary standards are strictly followed.
- All common areas in restaurants are disinfected with recognized high-quality products.
- Our kitchens and utensils are washed and disinfected with highly recognized cleaning products made specifically for restaurants.
- The placement of seats in our restaurants and bars are according to the social distance recommendations instructed by the Centers for Disease Control (CDC).
- Partners are instructed to wear gloves and face masks at all times.
- Menus will be available in a digital application.
- Room service has been restructured so that food delivery is contactless.

Pool and Beach

- All services are organized according to the social distance recommendation, and guests are asked not to change places or move furniture.
- All water sports equipment continues to be disinfected after each guest use.
- Winiks Kids Club has a set capacity and may not accept more children once the capacity is met. Social distance and cleaning procedures are performed according to the instructions of the Centers for Disease Control (CDC).

Guest Service - Room Service

- Room service will be packed properly and the guest can choose if it is in dishware or in biodegradable disposable containers, which delivered directly to the door without contact. Menu options will be made available on the BRISAS APP. This will improve the gastronomic experience in the room, guaranteeing that the safety and hygiene measures are complied with to the highest standards.
- For events or groups, we must have a select number of menu items and hours of operation due to the conditions set at this type of hotel. The chef should provide us with the menus available for the event and determine if the meal should be presented in disposable packaging.

Room Capacity

- In accordance with official provisions, social distancing of at least six feet must be respected. We have made changes to the capacities of banquet, session and break out rooms according to the new guidelines. These capacities may be adjusted according to the assembly needs of the group, provided that the capacities permitted by the World Health Organization are not exceeded.
- The standards of cleaning and sanitization of salons comply 100% with the regulations and recommendations of the World Health Organization, and the Secretary of Health in Mexico.

Food and Beverage Service Group

- Hand sanitizer dispensers will be made available inside and outside all rooms and event areas.
- The arrangement of tables and food and beverage service will be done in accordance with the established social distancing standards.
- We suggest that all food and beverage services be based on selected stocked menus from the banquet kit.
- If the buffet option is chosen, this will be an assisted service and will always be served by exclusive hotel staff, who will all be required to wear a face mask. Kitchen utensils will be constantly changed. The dishes will not be exposed and can only be touched by the protected chefs.
- Drinks will be offered and served by the waiter team. Bar services will not be available.
- Our food and beverage service will be held in a stricter compliance and control of sanitary regulations.
- Individual service for coffee breaks will be implemented.
- The areas used for food and beverage will have limited capacities according to the recommendations of social distance.

- We will conduct strict cleaning protocols for all dishes, glassware, plates and other supplies necessary for the preparation and service of food and beverages.
- Staff will be trained in strict hygiene standards and the new provisions implemented due to COVID-19.

Areas for Groups & Events

- Prior to each event, we will sanitize all rooms and spaces and we will allow the coordinator or event manager to supervise this process.
- Points of high contact frequency such as doorknobs, handles, doors, etc. will undergo constant sanitation.
- We will conduct constant deep cleaning in restrooms, continually disinfecting high-frequency contact objects such as handles, taps, dispensers. The use of cloth towels is suspended and is replaced by disposable towels.
- Coffee break assemblies will take place at kiosks assisted by trained and properly protected personnel. The use of individual packaged portions will also be implemented. The coffee dispenser will only be touched by the service personnel in charge of the kiosk.

Receiving Packages, Luggage and Security

- All packages received will be sanitized on the outside and protected according to the meeting planner's request.
- The same sanitation protocol for boardrooms will be followed in the warehouses.
- All baggage requested will be kept and will be sanitized when received or collected in the rooms.

Gym

- The gym staff will be required to wear face masks at all times, and guests will be offered hand sanitizer before using any equipment.
- The gym equipment will be cleaned with disinfectant towels immediately after each use.
- Only bottled water will be offered.

Tennis Courts

- Guests will be offered hand sanitizer to use before each class or game.
- Tennis court staff will be required to wear face masks.
- All rackets, feathers and other items that are used in the area will be disinfected before and after use.

Strict Hygiene in All Staff

- All employees will receive training in our COVID-19 cleaning and safety protocols.
- Staff who have more frequent contact with guests will receive a more dedicated and in-depth training, including staff from restaurants, bars, housekeeping, public areas, security, reception, concierge and guest services. No staff who have symptoms of illness will be given access to the resort and are, therefore, instructed to stay at home in case of any discomfort.
- The resort has a special team that will be directed to any detected or suspected case of COVID-19.

- Medical services will be available 24 hours a day.

PROTOCOL FOR SUPPLIERS

All service and infrastructure providers of the event (DMC, decoration, tents, stage, structures, audio and lighting, furniture, etc.) will be required to agree to remain in compliance with NIZUC Resort & Spa's protocols without exception.

NIZUC Resort & Spa offers the highest standards, service levels and quality, and we encourage suppliers to act in the same way out of respect for our customers. This means that all standards, hotel policies and policies that apply to our partners will also apply to our third-party suppliers. Therefore, appearance and behavior are one of the core values we emphasize.