



ROYAL RESORTS®  
ROYAL CARE STANDARD



## OUR ROYAL CARE STANDARD

At Royal Resorts, the health and safety of our members, guests and employees is our top priority. We have always operated to the highest cleaning and sanitation standards, but to meet the COVID-19 challenge, we are raising them even more with a new level of care and hygiene called the **Royal Care Standard**.

As part of the Royal Care Standard, additional hygiene and sanitation protocols have been implemented in guest rooms, public areas, offices and back of the house where staff work behind the scenes, in accordance with guidelines issued by the Mexican Department of Health and the World Health Organization.



## OUR GREETING

We will welcome our members and guests with warm smiles, the traditional Yucatan greeting of the hand placed over the heart, and our hallmark hospitality.



## SOCIAL DISTANCING

Signage around the resorts will remind guests to keep a safe distance and avoid physical contact. We have also adjusted procedures to allow for social distancing and to reduce lines. Examples include limiting the elevator to four guests at a time, changes to restaurant seating plans and moving sun loungers on the pool deck to ensure a plenty of space between families.



## HAND SANITIZER

Arriving guests will find a complimentary hygiene kit in their room, including a bottle of hand sanitizer, face masks and disinfecting wipes.

There are hand sanitizer dispensers in all guest and staff restrooms, at Reception and guest service desks; in restaurants, bars, convenience stores; the Spa, gyms, activity centers and kids clubs.



## CLEANING PROTOCOLS

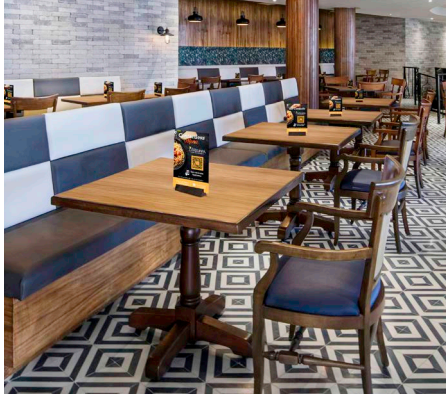
We are going above and beyond our rigorous sanitation standards with enhanced cleaning and disinfecting of rooms, public spaces such as restaurants, bars and convenience stores, offices and back of the house areas.

High traffic areas and surfaces such as doors and door handles, tables, counters, elevator buttons and railings are cleaned and disinfected repeatedly during the day.



## OUR ROOMS

Additional sanitation protocols and disinfectants in our room cleaning regime include extra care for all frequently touched surfaces such as doorknobs and light switches, appliances, tables and countertops. Mattresses, pillows and soft furnishings will be cleaned and then sanitized using electrostatic sprayers. All rooms will be deep cleaned after each occupancy.



The Room Service menu and other in-room publications such as *Resort Tips* (guest information and resort regulations) and *Royal Resorts Life* magazine have been removed and guests can scan a QR code to consult them.



## OUR RESTAURANTS AND BARS

All our restaurants are Distintivo H certified for excellence in kitchen hygiene. Nevertheless, we have reinforced sanitation procedures and daily cleaning frequency.

New restaurant and bar seating plans allow for greater separation between tables. Buffet service has been modified to reduce lines and other changes include greater use of individual portions, more show cooking stations and a member of staff to serve diners. Guests can also scan QR codes to check contactless menus online.



## ACTIVITY CENTERS, KIDS CLUBS AND SPORTS EQUIPMENT

We want our guests to have fun safely when participating in daily sports and activities. We have ramped up our daily cleaning and disinfection protocols at the Activity Centers and the Kids Club and use ozone technology for deep cleaning on Saturdays.

Kids Club staff will divide children into smaller groups for each activity and ensure that they follow hygiene instructions.

All sports equipment is cleaned and disinfected after each use.



## AT THE SPA

Extra sanitization measures are in effect at the Spa, the beauty salon and the gyms and all staff will wear face masks. Only two people may use the



Jacuzzi and sauna at the same time. The number of people permitted in the gyms has also been reduced and workouts are for a maximum of 45 to 50 minutes to allow for additional cleaning.



## GETTING AROUND

The inter-resort shuttle bus, employee buses and the vans used for guest transport are cleaned and disinfected after every journey. The number of passengers permitted per vehicle has been reduced to allow for social distancing. Hand sanitizer is available for passenger use.

Thomas More Travel is offering special rates for private transport to the airport.



## MOBILE APP AND MORE

Using the Royal Resorts App gives members and guests contactless options for check-in, checkout and other guest services. **Download the App from the App Store or Google Play.**

We also have 24-hour phone and email service and an online customer care team to provide assistance.

Best practices to follow are published on resort notice boards and the Royal Resorts website, are available at the Front Desk and broadcast on our TV channel, Royal Channel.



## OUR STAFF

We are caring for our dedicated staff and monitoring their health constantly. They will be wearing face masks and/or plastic visors and some will wear gloves as they attend guests and go about their duties. They also receive constant training on COVID-19 awareness and hygiene.



## MEDICAL ATTENTION

Medical service is available at the resorts 24 hours. In the event that a guest begins to feel unwell, has a temperature or respiratory symptoms, the resort will notify the Mexican Department of Health immediately and follow the protocol for possible COVID-19 cases, their quarantine and care.