

HEALTH BEFORE ANYTHING ELSE.

This has always been Mr. Pasquale Pompeo's commitment to the employees and guests of **Beachfront Hotel La Palapa**.

Now more than ever we feel forced to further improve safety measures and cleanliness procedures, so that employees feel safe and secure and our guests can enjoy a safety vacation.

We have been sharing information with hotels in Spain and Italy to create a protocol that we will call "NEW NORMAL" since all of us without exception will have to get used to a new normality after the contingency.

The protocol includes some measures and rules for employees and guests.

1. We have reduced the maximum capacity of the hotel from 25 to 16 rooms to guarantee healthy distance in the common areas (Snack-bar, beach area, roof top, and other), as well as the maximum capacity per room will be 2 persons.
2. We have assigned a fully equipped room (frigo-bar, stove, air conditioning and private bathroom), in case any guest presents any of the associated symptoms, that room is located inside the hotel in a different building than the others 16 rooms.
3. We have 24/7 medical assistance.
4. In the beach area, each room will have two exclusive sunbeds during their stay, respecting the distance of two meters from the rest.
5. In the Snack-bar area the capacity allowed per table will be reduced to no more than 2 persons to guarantee the safe distance.
6. The SPA area has been suspended until further notice.
7. The LIBRARY area has been suspended until further notice.
8. We have removed the island maps and snack bar menu from the rooms, these ones will be provided to our guests via WhatsApp before their arrival.
9. Antibacterial gel dispensers will be installed in the Reception and Snack-bar area.
10. We have implemented new cleaning procedures in the rooms: every day the maid assigned to the room will disinfect all contact surfaces with an electrolytic saltwater disinfectant spray. This system is recognized by the World Health Organization as one of the latest generation disinfectant and is environmentally friendly.
11. We will implement a new "disinfection" procedure for all areas (reception, hallways, railings, snack bar, public bathrooms, doors and handles), this will be done every 60 minutes.
12. The procedure of "Pre-Check In" will be implemented to avoid contact with documents, credit cards etc. with this we will try to reduce the contact with the reception staff.
13. Whenever possible, an "Early Check In" can be made without any extra charge.



14. In each room you will find an anti-viral kit that will have a mouth guard, anti-bacterial gel, and disinfectant wipes for surfaces.
15. We have implemented a WhatsApp number so that guests can contact the reception staff during their stay with any questions or concerns they may have, preventing crowding in the reception area.
16. We have placed a mark at the reception to maintain a safe distance between guests and staff.
17. All receptionists and snack bar staff will wear mouth guards during any interaction with guests.
18. All staff members will be checked daily for temperature and symptomatology.
19. All kitchen utensils will be disinfected after every service.
20. Tables and chairs will be disinfected in the snack bar before and after every service.
21. Snack-bar and beach area access will be exclusive to our guests.
22. We have updated the cancellation policy to include new measures for epidemics, natural disasters, and the different levels of alert.

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 HOTEL LA PALAPA (Isla Holbox, México)

