



**caminoreal**<sup>®</sup>  
HOTELS

# SUMMERY FOR COMMERCIAL AREA

Summary June 12, 2020



# LAUNCHING OF THE PROGRAM

Camino Real Hotels launches its REAL CLEAN program, which reinforces the commitment with our clients and collaborators to offer hygiene and safety during your stay or visit to our hotels, without losing quality and the traditional Mexican hospitality service that has characterized this company for more than 50 years.



# HOTEL ENTRANCE PROTOCOLS

- ★ Sanitary filter for guests and collaborators before entering our facilities that includes:
  - ★ Body temperature check.
  - ★ Sanitizing shoe mats.
  - ★ Antibacterial hand sanitizer gel.
  - ★ Use of face masks in addition to hand disinfection with hand sanitizer gel or antibacterial towels before entrance.
- ★ Some of our hotels count with disinfection arches at the entrance.
  - ★ At Check In.
  - ◆ Screening symptoms questionnaire when registering.
  - ◆ Partition glass at reception for the safe and trustworthy service for our guests.



# SUMMARY OF PROTOCOLS FOR GUEST ROOMS

- ★ Direct disinfection of all surfaces, furniture, and items like remote control, iron , etc., with specialized eco friendly chemicals.
- ★ Disinfection by nebulizer.
- ★ Antibacterial hand sanitizer gel and face mask available in guest rooms.
- ★ Linens and towels disinfection by high temperature and use of specialized products.
- ★ Use of disinfection tablets for air conditioning ducts.



# PUBLIC AREAS

- ★ Direct disinfection in all surfaces with specialized eco friendly chemicals.
- ★ Physical distancing signage in public areas.
- ★ Sanitizing towels in gym (when allowed to open).
- ★ Permanent sanitation of elevators with ozone equipment in addition to the constant direct disinfection.
- ★ Disinfected lounge chairs and pool towels.



# FOOD AND DRINKS

- ★ New layout of tables respecting social distancing.
- ★ Antibacterial hand sanitizer gel disposal.
- ★ Table and surface constant cleaning.
- ★ Waiter staff wearing protective gear to avoid physical contact.
- ★ QR Downloadable menu and disposable menu available.
- ★ Cutlery and napkins delivered in individual bags.
- ★ Food and drinks with serving covers.
- ★ No contact Room service delivery place outside the guest room.
- ★ New layouts for event halls and conference rooms that allow social distancing.
- ★ Event halls and conference rooms are disinfected before and after each event.