



HOTEL POSADA REAL IXTAPA COVID-19



Hygiene and Disinfection Measures

Dear guests:

At Posada Real, the safety, health, and wellness of our guests are our highest priority. Over the years, we have maintained very high hygiene standards in cleaning our rooms, food service, and public areas.

Because of the coronavirus pandemic, Posada Real hotels have increased sanitation measures in all their areas of operation, meeting or exceeding the standards recommended by international health organizations and Mexican authorities. As a result, Posada Real Ixtapa has been awarded a "Clean Point" certification granted by the Mexican Federal Ministry of Tourism.

Among many others, it is worth highlighting:

Reception area

- Measuring the temperature of new guests.
- Safety shields has been placed in the registration area, between guest and receptionists.
- Reception staff wear tri-layer face masks.
- Dispensers of antibacterial gel with 70% or more alcohol content are readily available.

Rooms

- Rooms are 100% sanitized before a new guest's entrance, including the disinfection of surfaces, handles, telephones, controls, and bathrooms.
- Maids wear tri-layer masks and gloves, and carry out their work avoiding direct contact with the room guests.

Restaurants

- In the buffet area:
 - Anti-sneeze barriers made of tempered glass for total separation of food and guests.
 - Food is served in disinfected dishes by a hotel employee wearing a tri-layer mask.
- Waiters wear tri-layer masks.
- Separation of tables at a healthy distance.

- ° Food is served in well- ventilated areas.
- ° Dispensers of antibacterial gel, with 70% or more alcohol content, are readily available.

Public Areas and Pools

- ° Cleaning staff wear tri-layer masks.
- ° Employees are instructed to keep a "healthy distance" from guests and among themselves.
- ° Sun loungers and other public areas are disinfected daily.

Hotel staff

For Posada Real, the health of our employees is also a priority.

The Posada Real Ixtapa staff has been trained about the nature of COVID-19 virus, its ways of transmission, its symptoms, and the most efficient ways to avoid contagion. Daily, upon entering the hotel to work, their temperature is taken. We provide high quality personal protective equipment.

Operational protocols have been developed for each area to maintain the highest standards of cleanliness and avoid the possibility of contagion.

Environment

As you may know, COVID -19 does not survive in high temperatures (> 50°C), and the sun's ultraviolet rays destroy it.

Due to the intensity of its daily sunlight, and warm temperatures, the Ixtapa-Zihuatanejo outdoors is a hostile environment for the virus. The Posada Real Ixtapa hotel is very spacious, and most of its facilities are outdoors.

As per the above, and considering the certified sanitation measures implemented throughout the property, we believe that your stay at the Posada Real Ixtapa will provide you with as much safety as could be expected under the current circumstances.

Notwithstanding the preceding, we invite all of our guests to practice preventive measures such as observing a "healthy distance", wearing a mask when in close contact with other people and frequently washing their hands, particularly if they carry out activities outside the hotel premises.

Our collective health is everyone's job.

We wish you a happy stay