



## **Precautionary measures taken by The Refugio del Mar Team regarding the Covid-19 outbreak**

**Preparing for our next reopening, we have developed the following precautionary measures whose objectives are to reinforce our cleaning and hygiene processes. Hope to see you soon!**

The safety and wellbeing of our guests and team members are our priority, which is why we keep working to ensure that our facilities meet the latest standards on hygiene and cleanliness. Our cleaning procedures are designed to address a broad spectrum of viruses and bacteria from guests' rooms to common areas. Specific information about the steps taken by Refugio del Mar will be found in the next lines:

**Acknowledging the issue:** We understand that, in order to mitigate the consequences of any issue, it is important to educate ourselves about it and take all the preventative measures to avoid it, which is why we encourage our guests, team and community members to approach every situation from a scientific perspective. Specifically, in the case of the Covid-19, we make sure that our staff understand what kind of disease it is, how it can be contracted and how to prevent themselves from getting it.

**Raising awareness:** We use our social media platforms to share good personal hygiene practice with our audience daily and we intend to continue in that direction if necessary. As a leading Boutique Hotel in Bucerías, we are aware that we have a voice and positive impact on our community.

**Encouraging hand hygiene:** Proper and frequent handwashing is vital to help combat the spread of viruses. In our daily meetings, our teams are reminded that cleanliness starts with this simple act. It is important for their health and that of our guests. We verify that hands are properly washed and sanitized before and after shifts, including lunch breaks.

**Alcohol gel dispenser:** We have implemented a dispenser in every common area for staff and guests use. They are monitored and refilled as often as necessary.

**Providing safety masks and gloves:** We make sure masks and gloves are available for our team members and encourage them to maintain their social distance as often as possible.

**Sanitization of common areas:** We have increased the frequency of cleaning and disinfecting in public spaces, with a focus on the counter at the front desk, handrails, door handles, doorbells buttons, public bathrooms and even room keys.

**Cleaning protocols in guests' rooms:** Our hotel uses effective cleaning methods such as disinfecting rooms after guest's departure and prior to the next guest arrival with particular attention paid to high-touch items. We have also decided to implement a misting process known for its ability to remove odors and disinfect rooms.

**Back of House:** In the spaces where our staff works "behind the scenes," Refugio del Mar is increasing the frequency of cleaning and focusing on high-touch areas like employee's entrances, locker rooms, laundry rooms and staff offices.

All the steps mentioned above were designed considering the wellbeing of our families, friends, staff and guests. We take health related matters very seriously and intend to adjust our operations based on the necessities of our community. We are open to all suggestions or recommendations so feel free to send us a message at [info@refugiodelmar.com.mx](mailto:info@refugiodelmar.com.mx)

Cordially,

**The Refugio del Mar team**

