



IMPERIAL CLEAN



ENTERTAINMENT & HOSPITALITY

IMPERIAL CLEAN

At **Grupo Mundo Imperial** the safety and wellbeing of our guests, business partners and team members are of the utmost importance, which is why we are pleased to share the company's prevention, protection and hygiene policies through the new program called Imperial Clean. This program implements the highest standards of cleaning and disinfection, based on international and national tourism regulations that provide a guide and act as a tool and handbook for dealing with the coronavirus (Covid-19) pandemic. Its aim is to ensure an atmosphere of protection, enjoyment and tranquility for our visitors at the **Princess** and **Pierre** hotels and the **Palacio Mundo Imperial** complex in Acapulco, as well as the soon-to-be-opened **Wayam Mundo Imperial** hotel in the city of Merida. Furthermore, we continue to comply with the guidelines of the World Health Organization (WHO), the Mexican Federal Government and the State Ministries of Tourism.



We have formed a multidisciplinary team experienced in health, safety and hospitality, with the support and guidance of **Dr. Gabriel Rodriguez Weber**, Medical Director of the Princess Hospital Project, who is part of the founding team, assigned to the Preventive Medicine and Health Assessment Programs Service and Head of the Preventive Medicine Department of the ABC Hospital. Additionally, we have forged important strategic alliances with internationally recognized companies to help us ensure strict compliance with new and revised sanitation procedures, such as **Preverisk** and **ECOLAB**.



Preverisk is a Spanish consulting firm with more than 15 years of experience in health and safety at the service of the hotel industry, and has been providing us with guidance and oversight in the implementation of the necessary protocols in our facilities in order to guarantee an appropriate health and safety response following the appearance of Covid-19. After implementation, this firm will issue us with the Covid-19 Hygiene Response Certificate. In addition, **ECOLAB** is a world leader in water, hygiene and energy services and technologies to protect people using state-of-the-art equipment and products for cleaning and disinfecting to hospital levels with environment-friendly products. This company supplies us with a large proportion of the chemicals we use to implement our **Imperial Clean** program.

We also created the **Crisis Management Committee**, which comprises directors, professionals and advisors from our Company, to manage and oversee compliance with the new guidelines, as well as to identify, disseminate and generate relevant content for our guests and visitors during the contingency period.

GENERAL PROTOCOLS:

- Use of personal protective equipment by team members at all facilities operated by **Grupo Mundo Imperial**.
- Promoting the established safety distance of two meters between people.
- Avoiding greetings that involve physical contact between guests, team members and suppliers.
- Controlling arrivals and departures of guests and team members by taking their temperature without contact and taking oxygen readings with pulse oximeters.
- Encouraging continuous hand washing among guests and team members entering the property.
- 70% alcohol-based disinfectant gel placed at different points of the facilities.
- Training and guidance for guests, visitors and team members on preventing measures to avoid Covid-19 infection and placing official infographics.
- Special attention to general sanitation, frequent cleaning and ventilation of the facilities: common use areas, rooms, handles, doors, elevators, keys, restaurants and services outlets, bathrooms, pools, lounges, kitchens, warehouses, workstations, among other things.
- Signage displayed at all facilities to provide information on improved cleaning protocols, social distancing and recommendations.
- Informing guests of the code of conduct we are required to follow by the federal and regional health authorities: safe distance, hand washing, and use of preventive face masks within the facilities.
- We have medical services in our facilities providing attention 24 hours a day, 365 days a year, and signs showing where hospitals are located.





BOOKINGS:

- Before confirming bookings, clients must be informed of service conditions and prevention measures established by **Grupo Mundo Imperial** in writing.
- Our cancellation policy has been updated in order to adapt to current circumstances, ensuring a unique experience and the flexibility required by our guests, so they will be able to cancel without any penalties and/or change dates without charge.

RECEPTION:

- Shoe sanitizing mats placed at entrance of hotel lobbies.
- Use of disinfection products and gloves for reception and delivery of luggage by bellboy staff.
- Implementation of Express check-in and check-out.
- Glass partitions installed to divide the area into modules and ensure a healthy distance.

ELEVATORS:

- Signage on maximum capacity per elevator and entry criteria.
- Anti-bacterial gel available outside elevators.
- Implementation of guidelines to avoid sharing elevators with people from different families, unless they are using face masks.



ROOMS:

Rooms will be allocated after hygienic disinfection has been performed.

- A seal is placed on the door of each room to indicate that the room's sanitization process has been completed, so that, once a revised has been conducted, no one else has access to the room until the guest arrives.
- Fewer textiles, decorative objects and stationery.
- Information for guests about the room's cleaning and sanitization protocols.
- Disinfectant amenity kit delivered for each room.
- Chambermaids will not enter the rooms to service them if the guest(s) have not left yet, unless a specific case justifies this.



RESTAURANTS AND BARS:

- Food and beverages will be handled under established standards and policies.
- Reduced number of tables, separating one diner from another to ensure a safe distance.
- Guests will be asked to make restaurant reservations for breakfast, lunch and dinner.
- In-room breakfast service will be provided with a menu placed on the door, which will then be picked up as from 2 am to schedule delivery at the desired time in the morning.
- Food will be served in individual portions by kitchen staff using personal protective equipment.
- Use of digital menus.
- Shoe sanitizing mats placed at the entrance of the restaurants and bars.
- Biodegradable single-use plates, cups and cutlery will be used in swimming pool areas.
- In-Room Dining will be delivered on a tray to the door of the room, ready for the guest to take it into the room, thereby limiting contact.

PUBLIC AREAS:

- We are using anti-bacterial grade soap for hand-washing in all the areas.
- Daily ventilation and disinfection of each area of the facilities.
- Sanitization of bathrooms at least every two hours.
- Loungers at the pools and beaches are placed at a safe distance of 2 meters from each other.

SPA AND GYM:

- Shoe sanitizing mats placed at the entrance.
- The capacity of these facilities is being adjusted to the required safety distance capacity.
- Hospital-grade sanitation of equipment, utensils and all areas of contact.
- It is recommended that guests book any services they require in order to ensure the corresponding capacity of the facility.

STORES:

- The capacity of these facilities is being adjusted to the required safety distance capacity.
- Shoe sanitizing mats placed at the entrance.
- Use of 70% alcohol-based disinfectant gel.

TENNIS:

- Shoe sanitizing mats placed at the entrance.
- The capacity of these facilities is being adjusted to the required safety distance capacity.
- Sanitization in areas of contact.
- Book any services you require in order to ensure the corresponding capacity.

GOLF:

- Shoe sanitizing mats placed at the entrance.
- The facilities' capacity is being adjusted to meet health safety requirements, promoting a safe distance.
- Book in advance any services you require to ensure the corresponding capacity.
- Pay for services preferably by credit card or online.
- The use of golf carts is allowed on an individual or family basis. Each golf cart is sanitized before and after any use.
- Each golf tournament will not be played by more than four (4) golfers, promoting a safe distance during all time.
- Players must arrive wearing suitable attire for the game, since the changing rooms will be closed.
- Players must go directly to hole 1 or their tee box, five (5) minutes before tee off.
- To clean golf balls, each player has to bring their cleaning kit and drying cloth.
- The flags and flagstick at each hole, should not be moved or placed anywhere else during the match.
- The cleaning area will be closed until further notice.
- After the game is finished, all golfers are advised to clear the area and go directly to the parking spot.





At **Grupo Mundo Imperial**, leaders in the tourism and conventions industry, we reaffirm our commitment to our guests and visitors by offering them the highest level of service, quality standards and the greatest possible peace of mind so that they can enjoy our facilities.

These guidelines will change on an ongoing basis in accordance with the provisions of the authorities, the World Health Organization (WHO), the competent authorities and the experience of the internationally recognized companies that support us in accrediting our procedures. We will also continue to cooperate and communicate with the federal and state health and tourism authorities in order to comply with the National Guidelines for the Reopening of the Tourism Sector based on the document issued by Mexico's Ministry of Tourism.

The health and safety of our guests, business partners, team members and friends is essential for us. We are therefore working relentlessly to look after your well-being. We know we will meet again soon so we can continue offering you the best service in one of the most loved spots in our country, the Riviera Diamante Acapulco, and soon in the city of Merida.



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