



VILLA VARADERO

HOTEL • FAMILY • BEACH
NUEVO VALLARTA • MÉXICO



Your health and peace of mind are our top priorities!

For these reasons, we have implemented the following actions so that you have complete confidence the cleanliness and sanitization of our hotel.

All new sanitization and disinfection measures have been implemented based on our strict adherence to the directives by the Secretary of Tourism, Secretary of Health, and the World Health Organization (WHO).

Main entrances and exits

- We have a disinfection tunnel located outside the main entrance of the hotel for personnel and suitcase disinfection available for all our guests.
- Each guest's temperature will be taken at a distance when entering the hotel.
- Mats with a chlorinated solution are located in all main entry/exits.

At reception

- Our service areas have protection windows. You will still receive the same warm and personalized service as before.
- We are at your service. Our staff are prepared to call for help and have protocols in place for people with any symptoms that are bothersome.
- Groups will be welcomed and attended to as always, and now we are organizing spaces and following new protocols to avoid crowding.

In public areas

- You will find Covid-19 prevention information at various locations throughout our facilities.
- We have antibacterial gel and disinfectant spray stations in various areas.
- Elevators, floors, railings, and high-touch surfaces are constantly disinfected.
- We have antibacterial gel available in the lobby, bars, restaurants, etc.
- All areas have strict capacity limitations, which reduces capacity by at least 50%.
- We maintain constant ventilation in all spaces.

In the rooms

- Rooms are disinfected and sanitized prior to your arrival.
- We use only products that are endorsed and certified in our spray and misting equipment.
- Control devices and key cards are sterilized upon arrival, ensuring that no one else has touched them.
- QR codes are being used instead of printed information. Our reception staff will explain to you how they are used.
- The air conditioners have disinfectant tablets installed. Strict controls are carried out to guarantee clean air which is free of bacteria and viruses.



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In recreational activities

- All equipment, such as boogie boards, kayaks, bicycles, vests, board games, etc. are disinfected before and after each use.
- Walking tours will have fewer participants but will happen more frequently to ensure social distancing between participants.
- The pools are constantly watched and monitored to guarantee the amount of chlorine follows Official Standards.
- Night activities will follow official guidelines for disinfection and social distancing, and in smaller groups.

In restaurants and bars

- The hotel previously earned the “Distinctive H” recognition from the Ministry of Tourism, which is awarded to those hotels and restaurants who maintain daily levels of high-quality cleaning and hygiene. At this time, we have reinforced and updated some aspects such as:
 - *Assisted buffet* – our staff will be happy to serve you your choice of dishes.
 - *Social distancing* – the tables and rows between will be spaced for your comfort and new spaces will be made available.
 - *Menus* – will be available via QR codes.
 - *Reservation buzzer* – will notify you when your table is ready, so you can continue to enjoy other areas while we prepare your table.
 - *Cleaning and sanitizing* – we have improved cleaning processes so our usual high-quality of sanitization of the kitchen, tables, chairs, bars, and utensils are more frequent. Enjoy your food and drinks with a greater peace of mind.

At the beach and pool

- Lounge chairs and beach chairs have been spaced apart comfortably while maintaining social distancing.
- Outdoor walkways, floors, and showers are constantly cleaned with disinfectant products.

Medical care

- The hotel has a medical consultant on call through the Hospitem system, 24 hours a day, 365 days of the year.

Administrative and operational staff

- All staff have been thoroughly trained to follow strict entrance controls, from their homes, during and after their shifts. They follow guidelines for social distancing, temperature checks, and cleaning and disinfecting: their skin and clothes, equipment sanitation, and utensils. They will also follow new protocols for attending our guests.
- The use of Personal Protective Equipment (PPE) is mandatory for all staff and on-site personnel.
- Vendors will use recommended processes and protocols according to each area.

We are ready to welcome you to Villa Varadero
and hope to see you soon!

www.hotelvillaradero.com