

Dear Guest,

It is a great pleasure for Marquis Los Cabos to give you a warm welcome to our resort.

Together with health authorities and quality control specialists in the area of hygiene and health, we have established standards and protocols that are adjusted to the situation for your safety and well-being during your stay. We are convinced that they will be of your understanding as far as their applications are concerned and at the same time they will provide peace of mind for the maximum enjoyment of your vacation. Some of these activities are as follows:

- Transportation
- Reception / Concierge / Bellboys
- Housekeeping
- Public Areas
- Spa
- Food and Beverage
- Entertainment
- Administration

We inform you that in case of any health requirement, the hotel has access to medical service who can assist you 24 hours a day. In case of suspicious symptoms of illness, the established protocols for a COVID-19 health contingency will be applied.

Finally, if you need any clarification of this writing or additional information, we remind you that the team of Marquis Los Cabos is available to solve any questions.

We would like to take this opportunity to wish you a pleasant stay on behalf of the entire team at Hotel Marquis Los Cabos.

Yours sincerely,

General Management

TRANSPORTATION

Vehicles before and after each service will be cleaned and sanitized according to Government requirements. The cleaning is exterior and interior, mainly in the areas that have the most contact with the client. During the service: The driver will carry his PPE and anti-bacterial gel to maneuver the luggage and to offer to the users. The staff will maintain the appropriate distance avoiding bringing passengers in the front part and any direct contact with them

.FRONT DESK / CONCIERGE / BELLBOYS

Collaborators will carry PPE and their work equipment will be constantly disinfected and sanitized, such as trunk cars, communication radios, desks, computers, telephones, keys, pens, etc. Sanitization and prevention standards such as the use of sanitizing mats, luggage sanitization, temperature taking, use of personal distance sign and use of anti-bacterial gel, will be mandatory for all guests at the entrance of the hotel. The minimum possible contact will be maintained during the check-in and exchange of information process, trying to use virtual tools to facilitate these processes as well as the protocols designed to carry this out.

HOUSEKEEPING

All employees will carry their PPE and will ensure that their work equipment such as a camera cart, communication radios, and personal equipment, is constantly disinfected and sanitized. Cleaning will be done using special products, focusing on all areas of the room to ensure maximum cleanliness within the room. All linen and products used and placed in the room will be subject to special controls to avoid any cross-contamination. All staff who have contact with or enter a room will undergo a process of disinfecting themselves and their utensils before and after entering the room.

PUBLIC AREAS

Collaborators will carry PPE and will ensure that appropriate equipment is used and constantly disinfected. Rigorous cleaning will be carried out in common areas such as bathrooms, elevators, rest areas, and swimming pools, as well as extreme care in handling the linen. Distance measures in pool areas and maximum capacities in common areas such as elevators and rest areas are implemented. The anti-bacterial gel will be placed in common areas where there is constant contact with surfaces, such as elevator control panels, desks, and podiums.

SPA

All employees will carry their PPE, ensuring that their equipment is constantly disinfected and sanitized. All guests must comply with the government's mandatory sanitation and prevention standards before using the facilities and before each service. These standards include the use of anti-bacterial gel, personal cleanliness before each service, use of personal distance signage, maximum facility occupancy, and prior appointments. All linen and products used and placed in the facilities will be subject to special controls to avoid any cross-contamination.

DINING

The food and beverage service is adjusted to the sanitary standards established by the government. The tables will have a separation between them and the capacities in the restaurants will be adjusted. The tables and utensils will be disinfected before and after each service. All areas are marked with personal distance signs and they will be sanitized using fogging procedures. Staff is trained in the best sanitation practices to provide the best experience. The restaurants will open according to the standards established by the federal and sanitary government, so there may be temporary restaurant closures.

ENTERTAINMENT

The entertainment staff has received extensive training on health and safety protocols. Additionally, the entertainment program has been adjusted to ensure your enjoyment while keeping in mind the health safety established by the Mexican government. Common areas will be disinfected regularly and we will make anti-bacterial gel available. Equipment washed before and after each use to ensure health and safety for our staff and guests.

ADMINISTRATION

All employees have undergone special training under government guidelines for the proper handling of the devices and situations related to COVID 19. All employees are subject to health controls at the entrance and exit of the facilities. Furthermore, we are keeping a permanent record of their training. All employees have received special equipment for the development of their work activities, and protocols have been created under the supervision of the federal government. All suppliers undergo health controls and merchandise checks before and after using the facilities.