



## Leading Responsible Tourism

For over 60 years we have been operating with the highest standards, and now in times of COVID, we are enriching and strengthening our procedures and protocols with a holistic view, scientific rigour and without taking a step back in **caring for the ecosystem**. Now more than ever, we need responsible tourism that cares for people and is committed to creating healthy environments. We want to look after everything to protect our employees and our customers.

And we do this a unique way, **following science** to ensure health safety without giving up **our commitment to circularity policies** as part of the **Wave of Change** movement to protect the oceans and environment. We have incorporated a **Medical Advisory Board**, made up of biologists and doctors specialised in public health in the tourism industry.



## Our Commitment to a Circular Policy



All these measures comply rigorously with Iberostar Group's circularity policies, which promote a more resilient ecosystem that is free of single-use plastic and where only products that minimize environmental impact are used. The new disinfection and cleanliness protocols against COVID-19 have been certified by Cristal International Standards Certifications, as well as local audit programs to ensure all Iberostar hotels comply with the highest standards set forth for hygiene and health.

The goal is to make our customers feel **safer than ever**, to help them leave their stressors aside and make them feel **as good as always**.

## Four Pillars of Caring

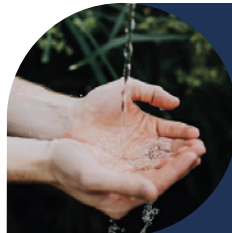
### SAFE ENVIRONMENT

We promise to maintain a safe haven so you can live the luxury experience without worry.



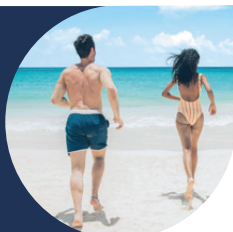
### STANDARDS OF HYGIENE

We've stepped up our cleaning standards even further to ensure they exceed your every expectation.



### SOCIAL DISTANCING

We've expanded our spaces to allow for greater distancing.

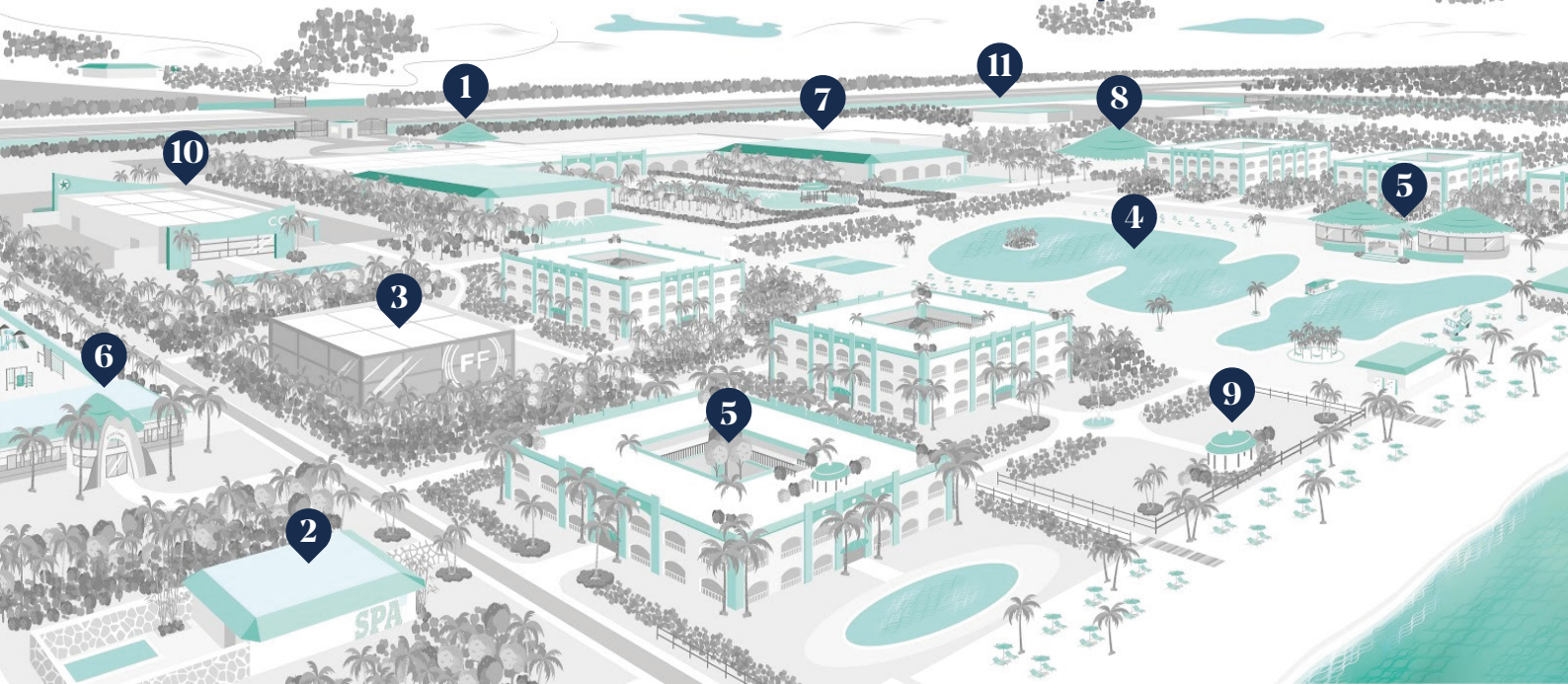


### SMARTEST INNOVATION

We've invested in more technology to amplify convenience and enable a more seamless experience for you.



# Your Protection. Our Priority.



## ARRIVAL

1

### Protected Arrivals

We've put measures in place to protect you as soon as you step foot on our grounds. This includes consistently sanitizing the carts that carry you around the property. Additionally, we'll have our bell staff disinfect your bags upon delivery to your room.

### Going Up

We're limiting elevator capacity and installing extra signage. Each elevator will have a dose of disinfectant and a daily deep clean. All to make you feel more secure.

## WELLNESS

2

### Spas Symbolize Wellness

Our massage therapists use electrostatic sprayers to sanitize all spaces and wear proper gear so you're fully protected while being pampered.

3

### Fitness of the Future

We're adding more class options and moving many of them right into Mother Nature because our vast acreage, lush foliage, soft sands, and majestic seas create the perfect environment for health and happiness.

4

### Aquatic Sanctuaries

We promote hygienic swimming by limiting the number of people in each pool and conducting weekly deep cleans of all aquatic areas with eco-friendly products. It's our proactive approach to safer swimming.

## GASTRONOMY

5

### Foodie's Paradise

More à la carte restaurants, gourmet food trucks, pop-up eateries, extended dining hours, and an enhanced room service menu are just a few new concepts we've been cooking up for your dining pleasure.

### Gastronomic Confidence

Spaced out seating, deep cleaning twice a day in all of our dining areas, and proper protective gear for our staff.

### Nature's Nectar

We've invested in Vero® water filling stations in convenient locations and stocked your room with glass bottles, to eliminate plastic waste. This 5-stage nanofiltration system is a contactless system available 24 hours a day.



## ENTERTAINMENT

6

### Reimagining Star Camp

We've redesigned your child's experience to not only be no-contact, but innovative and imaginative, protecting your precious little ones.

7

### Shop 'til You Drop

We've reconfigured our stores to add antibacterial gel stations, provide masks for patrons, and limit the number of people per store so you can get your favorite finds without fear.

8

### Take Me to the Theatre

The show must go on. With elaborately spaced seating, more more daily performances, and antibacterial gel at the door, we're confident you'll want to stay through the last curtain call.

## GROUP GATHERINGS

9

### Meet Us at the Altar

Destination weddings are about quality of experience over quantity of guests. So, we've lowered our capacity limits on each venue, spaced out the seating, employed staff to assist food and beverage distribution, and amplified our cleaning efforts in every space. Not to mention, we've secured even more outdoor options for your destination "I do's."

10

### Full-Service Conferencing

Staff-assisted meetings means we'll handle all of the food distribution so you can focus on the business at hand.

11

### Time for Tee Off

We've taken extraordinary measures, including increased sanitation of all equipment, and antibacterial gel stations around the course, to ensure the safest space for your next hole-in-one.







## What You Can Expect

- Unparalleled and ongoing **health** and **safety standards**;
- Our continued commitment to **sustainability** while protecting our planet AND its people;
- The reassurance that your **unequaled experience** and **protection** are our biggest priorities.

**“A time of crisis calls for reevaluation & innovation. We answered the call, and rose to the challenge.”**



## Our Care for **You** is Woven into **Everything** We Do.

### PROVIDING **Safe Serenity**

#### **The Fundamentals: A Healthy Foundation**

We've hand-selected our properties for their idyllic locations, situated on magnificent beaches, with sunny places, and plenty of green spaces.

**Healing Waters:** Our seas are rich in powerful minerals like magnesium, iron, and its salt content activates your body's healing mechanisms while absorbing toxins.

**Power of Mother Nature:** Our sprawling grounds lend themselves to abundant green spaces where mother nature boosts immune function, lowers stress hormones, and positively impacts psychological well-being.

**Sun-Drenched Places:** The finest form of vitamin D, this healing agent promotes sleep, fights infection, and builds your immune system while naturally killing virus and bacteria.



#### **Staffing Safeguards**

We're committed to daily health assessments of our entire team. Temperature checks and symptom scans upon arrival helps us to be proactive in providing a safer space for you.

#### **Continuous Commitment**

We've established a continued audit program for every property, to ensure our new protocols are maintained moving forward. More than 23 assessments of 900 variables annually means you can be confident that our resorts are held to an unsurpassed standard throughout the kitchens, the spa, pools, golf courses, common areas, and every individual room.

#### **Sustainably Safe**

Iberostar is proud to meet the world's leading benchmark for sustainability in the travel industry, the EarthCheck Certification. What this means is that when you stay at our resorts, you can rest assured that we have made every effort to maintain efficiency, reduce our carbon footprint, and implement practices to protect our planet without sacrificing an ounce of luxury.

#### **White Glove Cleaning Standard**

We've proudly taken our high-standard cleanliness to the next level. Hospital-grade level, in fact. We've invested in electrostatic sprayers for every property to ensure no surface goes unsanitized. We've implemented extra cleaning between guests, mattress cleanings, 30-40 disinfection protocols per room, and protective gear for our team, for your safety.

For those preferring that no one access their room, we offer green cleaning kits delivered directly to your door.

#### **Protected Properties**

Our controlled environment means that every acre is exclusive to guests and employees and is maintained with your protection in mind.

#### **Medical Clinics**

24-hour medical staff and facilities on every resort means help is here when the unexpected happens. And if you can't make it to us, we'll come to you.

#### **Health Professionals on Hand**

You can relax in knowing that not only do we have medical facilities within all of our properties, but we also have doctors on call that will come directly to you. Consider it medical room service. Further, we have established a board of medical advisors, monitoring the most up-to-date WHO recommendations, CDC guidelines, which enable us to be proactive in developing health and safety protocols for everyone in the resort.

#### **Our Advisors**

**Dr. Sebastián Crespí Rotger** - WHO collaborator, infectious disease specialist and researcher.

**Dr. Javier Pérez Fernández** - Specialist in intensive care and lung diseases at prestigious hospitals in Miami.

**Dr. Megan Morikawa** - Iberostar's Director of Sustainability with a PhD from Stanford in Biology and Genetics.



# Our Caring Concept: An Overview

## Wave of Change

At Iberostar, our roots are firmly planted in taking care of our planet. And that includes its inhabitants. We've chosen to be the change we wish to see, which is why we rally so strongly around our Wave of Change Commitment. This centers around elimination of single-use plastics, promoting sustainable fishing and honest food sourcing, and taking measurable steps to improve coastal health. This is one way we preserve your unparalleled experience.

## Honest Food

Our superior sourcing process means we are diligent in understanding not only where our seafood comes from, but also in overseeing our entire food chain.

We ensure the highest quality and adherence to sustainable practice, while minimizing our carbon footprint. Once on site, our staff handles your food with the care and cleanliness you would expect from your own kitchen.

## Conscious Communication

Our brand is founded in responsible tourism. So, it only makes sense that we've gone paperless. This is another effort in sustainability that we're proud to enforce.

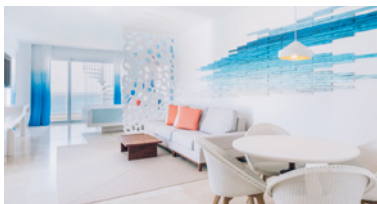
In order to make this transition seamless, we've enriched your navigation through additional signage, and packed our app full of all the insight you could ever need. Even our in-room televisions are loaded with information for your viewing pleasure.



## CREATING Innovations in Luxury

### Exclusive All-Inclusive

With protection being paramount, we've opted to limit the number of people on each property to give you a boutique feel on a grand scale. This also allows for a 24-hour window between room bookings for extra deep cleaning and disinfection measures.



### Prioritizing Your Privacy

We've maximized privacy and created a luxuriously intimate feel on a grandiose scale by leveraging our expansive properties to carefully rearrange our pool cabanas, beach loungers, and conversational seating.

### Front Row Feel

New capacity regulations presented the perfect opportunity to enhance our entertainment offering to bring you more artists and more showtimes than ever before in every resort.

### Amplified Activities

Unwilling to limit our guests' choices, we tapped into our creativity to bring you more options than ever. Think pop-up culinary workshops, small group yoga classes on untouched acreage, and intimate wine tastings. We've limited the number of people per activity and amplified our offerings so that the hardest decision you'll have is deciding which ones to choose.



## MAXIMIZING Modern Conveniences

### Magnified Mobile Assistant

We've poured hours of work to bring you an enhanced mobile app. Booking your group for dinner reservations? Done. Understanding the property layout or getting store hours? Done and done. Get a full list of resort changes, set up a seaside massage, and browse the entertainment calendar any time of day. Now, living in the lap of resort luxury has never been easier.

### Virtual Concierge at your Service

We believe service should never suffer, which is why we've swapped concierge desks for a mobile option. Now, you always have assistance on hand. Book your dinner reservations. Schedule a spa session. Request an upgrade. Explore menus, sign up for activities, or view the latest Star Camp curriculum. It's accessible, convenient, and easy.

### Private Check-in

Beat the crowds through our newly launched private check-in system.

Through the Iberostar App and increased directional signage, you can now access your room while maintaining social distancing.

Meanwhile, our staff will disinfect and deliver your bags, so you know your belongings are always safe.