



ROYAL RESORTS®
ROYAL CARE STANDARD



OUR ROYAL CARE STANDARD

At Royal Resorts, the health and wellbeing of our guests and employees is our top priority. We have always operated to the highest cleaning and sanitation standards, but as we meet the challenge of the COVID-19 pandemic, we are raising them even more with a new level of care and hygiene called the Royal Care Standard.

As part of the Royal Care Standard and our continued commitment to your safety, additional hygiene and sterilization protocols have been implemented in guest rooms, public areas and back of house where staff work behind the scenes, in accordance with guidelines issued by the Mexican Department of Health and the World Health Organization.



OUR GREETING

We will welcome our members and guests with warm smiles, the traditional Yucatan greeting of the hand placed over the heart known as *Ki' imak K'iin*, and the hospitality that has been our hallmark for more than 40 years.



SOCIAL DISTANCING

- Signage around the resorts will remind guests to keep a safe distance
- We have also adjusted procedures to allow for social distancing and to reduce lines



- The maximum capacity of the elevators is limited to four guests at a time
- Social distancing is in effect in the resort stores, restaurants and bars
- The sun loungers have been rearranged on the pool deck and beach to ensure a safe distance between families
- At the Front Desk, in restaurants and stores, pin pads will be moved for guests to use to avoid handling bank cards
- Acrylic screens have been installed in some areas, for example in the convenience stores



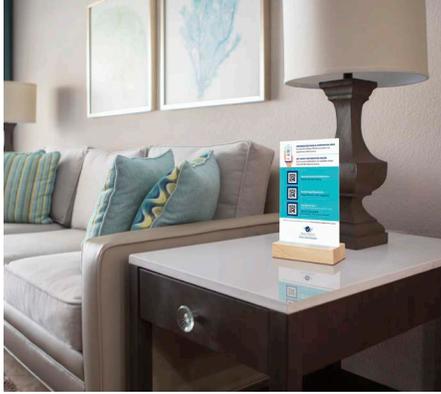
HAND SANITIZER

- Arriving guests will find a complimentary hygiene kit in their room, including a bottle of hand sanitizer, face masks and disinfecting wipes for them to use
- Around the resorts, there are hand sanitizer dispensers in all guest and staff restrooms, at Reception and other guest service desks, at the entrances to our restaurants and bars, in the Spa, gyms, activity centers and kids clubs, convenience stores and in all offices and employee areas



CLEANING PROTOCOLS

- We are going above and beyond our rigorous sanitation standards with enhanced cleaning and disinfecting of rooms, public spaces, offices and back of house areas where staff work behind the scenes in the machine house, maintenance, laundry, IT and other departments. This includes the use of new technology such as electrostatic sprayers and ozone systems
- High traffic areas and surfaces such as doorways, tables and countertops, doorknobs and handles, elevator buttons and handrails are cleaned and disinfected repeatedly during the day
- Increased cleaning of the air-conditioning system
- Sun loungers and chairs are cleaned and disinfected every day
- Cleaning and disinfection of wheelchairs, high chairs, cribs, child car seats and luggage trolleys after each use



- Luggage will be sprayed with disinfectant before being carried into the resort and taken to your room
- Sanitizer mats have been placed in the lobby entrances
- Royal Resorts also works with a specialist company for certain room and guest area sanitation processes



OUR ROOMS

- We have also incorporated additional sanitation protocols and EPA-approved disinfectants in our room cleaning process for your safety
- The complimentary guest hygiene kit in all rooms includes hand sanitizer, face masks and disinfecting wipes
- All frequently touched surfaces such as doorknobs, light switches, hair dryers, appliances, tables and countertops receive extra cleaning care
- Mattresses, pillows, cushions and soft furnishings will be sanitized using electrostatic sprayers
- Rooms undergo additional deep cleaning after each occupancy by a specialist company or housekeeping staff who have received specialized certified training. Mattresses and the air-conditioning ducts are also cleaned after each room occupancy
- Our housekeepers use the color cleaning cloth code, each one assigned for use in different areas of the rooms to reduce the risk of cross contamination
- Notepads and pens have been temporarily removed from the rooms but are available on request from Housekeeping
- As an added precaution, we have removed all print publications from our rooms. Guests can scan QR codes to consult the Room Service menu, the *Resort Tips* guide (featuring guest service information and resort rules), and our annual magazine *Royal Resorts Life* online
- Guests will be asked to leave the room that their housekeeper is cleaning, this is to follow social distancing rules and also to ensure that the disinfectants used remain on surfaces for the amount of time needed to be effective



OUR RESTAURANTS AND BARS

All our restaurants have the Distintivo H certificate awarded by the Mexican Tourism Board for kitchen hygiene and food storage and preparation standards. Nevertheless, we have reinforced sanitation procedures and cleaning frequency during the day.

- There are sanitizer mats and hand sanitizer dispensers at the entrance to all restaurants
- All surfaces that come into contact with food are cleaned and sanitized every half hour
- Chairs and tables are sanitized before and after use by customers
- New seating plans will allow for greater separation between tables
- Buffet service has been modified to reduce lines; other changes include greater use of individual portions and more show cooking stations
- A member of staff will be on hand to serve diners as they make their buffet choices, instead of sharing serving utensils
- Salt and pepper pots will be removed from the tables and waiters will offer seasoning
- Individual sachets of catsup, mustard, mayonnaise, maple syrup and honey will be served
- Kitchen workers use face masks and gloves
- Wait staff and other front of house personnel will use face masks
- All our restaurants and bars offer contactless digital menus, accessible online by scanning a QR code and also using the Royal Resorts App. Disposable printed menus are available on request in the restaurants and there are boards displaying the daily specials
- All items for the servibars are cleaned and disinfected before being sent to rooms
- Room Service and Royal Express menus have been expanded to give guests greater choice
- Additional protocols apply for the celebration of Weddings and other Special Events
- All suppliers making deliveries to food warehouses must wear face masks, wash their hands and use hand sanitizer before entry
- All deliveries are disinfected before storage



ACTIVITY CENTERS, KIDS CLUBS AND SPORTS DESKS

We want our guests to have fun safely when participating in daily sports and activities. We have increased the cleaning and disinfection of furniture and equipment in the Activity Centers and at the Kids Clubs. Both areas also undergo deep cleaning on Saturdays using ozone technology.

- Hand sanitizer is available in the Activity Centers, Kids Clubs and at the Sports Desks
- Kids Club staff will make sure that children follow hygiene instructions including social distancing, hand washing and the use of hand sanitizer.
- Children will be divided into groups of four for each activity
- The number of guests permitted for each adult and teen activity is limited to 10
- All equipment used in the Activity Centers, the Kids Club or available for sign out from the Sports Desk, including tennis rackets, golf clubs, balls, helmets, jackets, noodles, board games and toys is cleaned and disinfected after each use
- Yoga mats are cleaned with disinfectant after use and sanitizer wipes are available for guests to give them an additional wipe down
- Social distancing floor signs are in use for yoga, pilates and other group sessions
- Yoga and zumba classes may also be transmitted on the Royal Channel so that guests can work out in their rooms
- Bicycles and kayaks are cleaned at the beginning of the day and after each use
- Sun loungers and chairs are cleaned and disinfected every day
- Elevators and guest restrooms are cleaned every hour



SPA & GYM

We have also introduced extra sanitization measures at the Spa, in treatment rooms, for preparation counters and utensils, in the wet area, beauty salon and the gyms.

- All Spa staff will use face masks



- Application of additional cleaning and disinfecting procedures in treatment rooms, for preparation counters and utensils, in the wet area, the beauty salon and the gyms
- In the Spa, only two people may use the Jacuzzi or sauna at a time
- Fresh fruit has been replaced with pre-packed dried fruit in the relaxation lounge
- As a precaution, the number of people permitted in the gyms has been reduced and workouts are for a maximum of 45 to 50 minutes to allow for additional cleaning time of fitness machines and equipment
- Gym wipes are available for guests to use
- The Spa receptionist will ask for permission to take the guest's temperature before his/her treatment



SHOPPING SAFE

- Hand sanitizer is available at the entrance and at the cash registers in the convenience stores and gift shops for guests and staff to use
- There are sanitizer mats at the entrance to the stores
- Social distancing signs and a suggested shopping route are in place in the Royal Market stores
- Fresh bread and pastries will be pre-packaged for shoppers to select.
- All surfaces, counters, display areas and fridge doors are cleaned repeatedly during the day
- Baskets and trolleys are cleaned after every use and there are sanitizer wipes available so that guests can give them an additional wipe down
- The Royal Market offers an online shopping service. Make your selection from the shopping list, place your order and staff will deliver to your room



GETTING AROUND

- The inter-resort shuttle bus and employee buses are cleaned and disinfected after every journey
- Vans used to transport guests between the resorts, to the Airport and on tours are also cleaned and sprayed with disinfectant after every service



- The number of passengers permitted in vans has been reduced to allow for social distancing (six passengers in small vans and 10 in the larger vans)
 - Child car seats and boosters are sanitized after every service
- Hand sanitizer is available for passenger use when boarding and during their journey
- Luggage will be disinfected before it is stowed in vans
- Thomas More Travel staff in the airport use masks, plastic visors and gloves
- Airport porters must wear gloves, masks and clean the luggage they handle
- Vans for airport transfers will go straight to the resort with no stops en route
- Special rates for private transport to the airport are available through Thomas More Travel
- Face masks will be available at the bellboy station at the resorts for arriving guests to take



MOBILE APP AND MORE

- Using the Royal Resorts App offers members and guests contactless options for checking in and checking out. They can also use it to make reservations, send special requests, check the daily activity program and restaurant information and pay their bill by credit card at the end of their stay

[Download the App now from the App Store or Google Play](#)

- We also have 24-hour phone and email service and an online customer care team to provide assistance
- Guests can find reminders of hygiene measures to follow on guest notice boards at the resorts, on the Royal Resorts website, at the Front desk and on our TV channel, Royal Channel



OUR STAFF

We are caring for our dedicated staff and monitoring their health constantly, including daily temperature checks and health questionnaires when they arrive for work.



- Sanitizer mats and hand sanitizer dispensers at staff entrances
- Our staff will be wearing face masks and/or visors and some will also use gloves as they attend guests and go about their duties
- Constant staff training on COVID-19 awareness, including reinforcing the importance of good hygiene practices such as frequent hand washing during the day
- Additional hygiene and disinfection protocols for offices and other employee areas to ensure a safe working environment
- Social distancing rules apply in offices and other employee areas
- The maximum capacity of classrooms and meeting rooms has been reduced as a precaution and courses will be taken online wherever possible



MEDICAL ATTENTION

Medical attention is available at the resort first aid station 24 hours. In the event that a guest begins to feel unwell, has a temperature or respiratory symptoms, the resort will notify the Mexican Department of Health immediately and follow the protocol on self-isolation, care and sanitation.

Read the protocol for possible COVID-19 cases.



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