

HEALTH & SAFETY PROTOCOLS AT A GLANCE



REDEFINING THE TRAVEL EXPERIENCE

Grand Palladium Hotels & Resorts are redefining the travel experience by implementing the instructions and recommendations of the World Health Organization (WHO) and the expert authorities in the countries in which we operate. Our objective is to go above and beyond and, in addition to ensuring strict compliance with these indications, we are raising our standards in terms of safety, quality, health and hygiene by incorporating these new standards and protocols. Among these measures, we would especially like to highlight the following:



CLEANING, DISINFECTION AND PROTECTION

- Disinfection work in all hotel spaces
- Hand sanitizer dispensers located throughout all areas of the hotel including the guest rooms
- Temperature checks carried out on employees, suppliers and guests in entrance areas, restaurants, gyms, spa, children's area, etc.
- Use of masks, gloves and disposable paper items mandatory for staff and available in guest rooms
- Prioritization of single-use products
- Expansion of medical services



SOCIAL DISTANCE AND CAPACITY CONTROL

- Ensured safe social distances of both guests and partners (6.5 ft) and a maximum density of one person for each 26.9 sq. ft



RESTAURANTS, FOOD & BEVERAGE SAFETY

- Reservations encouraged at restaurants, gym, water areas, etc. (a maximum number of guests will be established)
- Review and adaptation of operating procedures and quality manuals to continue offering the highest standards of food safety
- Prioritization of individual portions and à la carte service and show cooking will be promoted along with room service as a strengthened alternative



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INNOVATION AND TECHNOLOGY

- Implementation of an ozone mist disinfection system to purify the air
- Encouraged online check-in and check-out
- Digital information promoted via hotel information application, web portal and in-room television
- Possibility of incorporating allergen-free purified rooms



BEST PRACTICES AND TRAINING

- Shared awareness of best practices
- Partners provided with necessary protective equipment
- Establishment of a best practices manual as a mandatory requirement with all our employees and associates

Palladium Hotel Group is firmly committed to continue implementing these and other measures to ensure that our mutual customers can enjoy a pleasant vacation.

These guidelines are certified by external laboratories. It is the result of an exhaustive analysis prepared by a Task Force Team conformed by Executives & Associates of Palladium Hotel Group experienced in the hotel operations in the back/front-of the-house areas and highly recognized by the industry for their years of expertise.

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