



# A NOTE FROM PUNTA MITA

Greetings from Punta Mita as we begin to re-open Restaurants, Clubs & Hotels in line with indications from the local authorities with regards to COVID-19.

For the entire team in Punta Mita this means we are able to return to doing what drives us every day: creating exceptional Member & Guest experiences for all. With that in mind we want to ensure you receive the full Punta Mita experience from the moment you arrive in our destination. Shortly our two hotels Four Seasons Resort Punta Mita and The St Regis Punta Mita Resort will be re-opening, our four beach clubs –Pacifico, Sufi, and the new Surf Club, as well as the Sea Breeze Beach Club at The St Regis– ,Punta Mita Golf Club including the just-re-opened Tail of the Whale Restaurant, Punta Mita Tennis Club, as well as the Punta Mita Golf Academy. **In other words, Punta Mita just as you remember it.**

Here in Punta Mita, you will have available all of the world class amenities you've come to know us for, all in one secure, gated community, so **you'll be able to enjoy the comfort and peace of mind of never having to leave the resort.**

Throughout our closure, our team has remained intact and united, ready to deliver the level of service you expect as soon as you step through our gates. We have worked closely with the Punta Mita Hospital as well as local authorities to develop our health and disinfection program as well as following Cristal International Standards as we begin the process for certification. We want you to leave health and safety worries behind and enjoy a relaxing getaway.

It is extremely important that everyone visiting Punta Mita reads and is aware of the different protocols in place as by understanding these it will ensure they have a pleasant, relaxing, safe, and enjoyable vacation.

## A few things you can expect to see:

- All employees wearing face coverings, and complimentary face coverings are available and encouraged for guests.
- Non-invasive temperature checks at entrances to different areas will be done.
- A team of cleaning professionals disinfecting guest areas, 24 hours a day.
- Hand sanitizer stations throughout the resort.
- Appropriate and comfortable physical distancing recommended in all areas.

All Punta Mita employees have been required to complete a health questionnaire and COVID-19 specific training upon returning to work as well as daily checks before they enter the resort. All have been thoroughly trained in our health and disinfection program. The plan below presents our efforts to keep our guests, employees, and our community safe. There are many different stakeholders that form part of Punta Mita and each have their own customized set of procedures in line with instructions from the local authorities, with this document serving as a guideline to those that visit Punta Mita and are subject to modifications.

## PUNTA MITA'S HOTELS

Both Punta Mita's world-class hotels are each taking steps to help ensure the comfort and care of our guests as well as their employees. Along with Punta Mita they are committed to making your stay at their hotels pleasant, safe, and healthy one. They are also ensuring that amenities available comply with local regulations while also meeting the recommended capacity reductions in public spaces and reinforcing social distancing.

### Four Seasons Punta Mita Resort.

The hotel is preparing to re-open on the 1st of July 2020. As they prepare to open, Four Seasons has launched an enhanced global health and safety program, **LEADWITHCARE**.

For more information, [click here](#)

### The St. Regis Punta Mita Resort.

The hotel is also set to re-open on the 1st of July 2020 and as you consider a stay with them they would like to share details of [Marriott International's Commitment to Clean](#) and the additional measures they are taking to provide you with a safe and comfortable environment.

## CLUB PUNTA MITA

### Employee & Guest Health.

The health and safety of our employees and guests is our number one priority. Anyone displaying a temperature of 37.5° C / 99.5°F or above will be taken to a private area for a secondary screening including a health declaration and a temporal temperature reading. Employees or guests confirmed to have a temperature of 37.5° C / 99.5°F or above will not be allowed entry to the Club and will be directed towards appropriate medical care.

### Physical Distancing.

Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them around the property. Restaurant tables, Beach chairs, and other physical layouts will be arranged to ensure appropriate distancing.

Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All resort outlets will comply with, or exceed, local or state mandated occupancy limits.

Throughout the resort we will meet or exceed all state and local authority guidelines on proper physical distancing for the applicable areas. For example, all Club and restaurants are currently mandated to be limited to 30% occupancy as well as maintaining 1.5m/ 6 feet of separation where applicable.

### Hand Sanitizer.

Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as concierge & reception areas, hotel lobbies, Club & restaurant entrances, Driving range, tennis courts , elevator landings, pools, and exercise areas.

### Face Coverings.

Employees will be required to wear face coverings, unless management determines, in its discretion, that other safety protocols are sufficient to protect the employee and guests. Guests are always strongly encouraged to wear face coverings, and in some settings where physical distancing is difficult or barriers do not exist, will be required to do so. Face coverings will be provided free of charge where needed. Guests may be required to briefly lower face coverings for identification purposes in compliance with regulatory and safety requirements.

### Front of the House Signage.

There will be health and hygiene reminders throughout the Resort property including the proper way to wear, handle and dispose of masks and face coverings and the importance of social distancing as well as the fact that temperatures will be taken around the resort.

### Back of the House Signage.

Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose of masks and face coverings, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

## Employee & Guest Health Concerns.

Our employees have been given clear instructions on how to respond swiftly to all presumed cases of COVID-19 on property. We will be ready to provide support to our guests. Employees are required to stay home if they do not feel well, or if they or a household member have tested positive for COVID-19, and will be placed on a medical leave of absence pursuant to the company's illness and absence policies. Employees are also instructed to contact a manager if they notice a coworker or guest displaying or complaining of a cough, fever, shortness of breath, chills, a new loss of taste or smell, repeated shaking with chills, muscle pain, headache, sore throat or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager.

## Hand Hygiene.

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All Punta Mita employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the Cub Facilities, going on break and before or after starting a shift.

## COVID-19 Training.

All employees will receive mandatory training on COVID-19 disinfection and safety protocols including, but not limited to, proper hand hygiene, coughing and sneezing etiquette, proper face covering, physical distancing, the differences between cleaning, sanitizing, and disinfecting, COVID-19 symptoms and reporting protocols, and the employee illness and absence policies. More comprehensive training is being provided for our teams with frequent guest contact.

## Personal Protective Equipment (PPE).

Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with guests.

## Daily Pre-Shift & Timekeeping.

Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Hand sanitizer will be available at each timeclock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE, cleaning and disinfection procedures are followed and updated per the latest expert and regulatory guidance.

## Punta Mita Resort Entry (all arrivals).

A security officer will greet each visitor as they enter the resort. Visitors will not be screened for temperature at this point however will be encouraged to wear a mask or face covering. Hotel guests will be screened for temperature upon arrival at their respective hotel in accordance with the hotel's protocols in place while vacation renters will have their temperature checked upon arriving at the access gate to the sub-development where they will be staying within Punta Mita.

## Public Spaces and Communal Areas

The frequency of cleaning and disinfecting has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, concierge counters, door handles, public bathrooms, dining surfaces, and seating areas:

- **Backs of the House.**

The frequency of cleaning and disinfecting will also increase in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, offices, kitchens, security scanning podiums, Employee Relations service desks and training classrooms.

- **Shared Equipment.**

Shared tools and equipment will be disinfected before, during and after each shift or anytime the equipment is used by or transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen utensils, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort. Refrigerators, water coolers, and coffee brewers with disposable cups and single serve condiments and creamers may continue to be used with proper hand hygiene and enhanced disinfection protocols. Shared condiments and personal items including reusable food and beverage containers, coolers, cups, and bags may not be used until further notice.

## Restaurants and Bars.

Restaurants and bars will reduce seating capacities per table and venue to meet or exceed state and local guidelines or requirements to maintain six feet of separation between each seated group of guests traveling together. No tables of more than 6 people permitted in the Beach Clubs. Guests will not be allowed to walk-up to bars and congregate. Use of 30% of totally capacity permitted.

## Restaurants & Bars - Cleaning & Disinfecting Protocol

- Host Podiums including all associated equipment will be disinfected at least once per hour.
- Service stations, service carts, beverage stations, counters, handrails, and trays will be disinfected at least once per hour and logged by a manager.
- POS terminals will be assigned to a single staff member where possible and disinfected.
- Between each user and before and after each shift, if multiple staff members are assigned to a POS terminal, they will disinfect their hands after each use.
- Dining tables, bar tops, stools and chairs will be disinfected after each use.
- Condiments will be served in single use containers (either disposable or washed after each use).
- Pens and all other reusable guest contact items will be either disinfected after each use or single use.
- Menus will be blackboard or QR code based while check presenters will be single use, disposable or laminated to allow for disinfection between uses.
- Storage containers will be disinfected before and after each use.
- Food preparation stations will be disinfected at least once per hour.
- Kitchens will be deep cleaned and disinfected at least once per day.
- Food and beverage items being prepared will be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.)

## Restaurants & Bars - Physical Distancing Protocol

- All guest's temperature will be taken upon entering the restaurant.
- Hostesses and managers will manage physical distancing at entries.
- Tables and booths will be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local authorities).
- Groups of guests from the same household may be seated at tables up to six guests.
- Table settings, including all china, glass, and silverware, will be set after the guest is seated; tables not being used should remain unset.
- All flatware will be provided as a roll-up using a disposable or properly cleaned cloth napkin.
- Refills should be provided in a fresh glass or poured directly from a pitcher; no contact should be made with a glass that a guest has already used.
- Restaurant and bar guests will be provided a disposable tissue or mat surface to place their mask or face covering on while dining.
- All self-serve condiments and utensils will be removed and available from cashiers or servers.
- All straws will be wrapped.
- Napkin service will be suspended until further notice (no placing in a guest's lap or refolding).
- Bar snacks will be served per individual guest and not shared by the table.
- All food and beverage items will be placed on the table, counter, slot, or other surface instead of being handed directly to a guest.

## Retail Spaces.

In coordination with our retail partners and tenants, stores will be limited to 50% guest occupancy limits and store employees will ensure guests follow physical distancing requirements.

- Cash wraps, phones, workstations, hard surfaces, handles and frequently touched surfaces will be disinfected at least once per hour and upon a shift change.
- Signage will be prominently posted at each store reminding guests of maximum occupancies and distancing guidelines.
- Guests will receive direct assistance from a Retail attendant.

## Beach Club & Pool Operations.

- Pools will be operated to meet or exceed recommended cleaning and disinfecting protocols as established by Cristal International Standards
- Chaise lounge chairs will be disinfected after each use.
- Cabana guest contact surfaces will be disinfected after each use.
- Cabanas will be pressure washed and disinfected each night.
- Members & Guests will bring their own towels.
- Chaise lounge chairs set with appropriate physical distancing while no more than 6 chairs can be together.
- Maximum of 8 people permitted in the pool at any given time.
- No food or beverage consumption in the pool at any time.
- Newspapers and magazines will continue to be provided through Press Reader for guests to access on their own devices.

## Golf Operations.

We highly recommend reserving your Tee Off times. The Golf Shop is closed for retail, except necessities like golf balls, gloves, etc. Members may check-in verbally at the golf shop with acknowledgement by golf shop staff to assure smooth service.

- Additional hand sanitizer and other disinfectant materials available at all common locations (bathrooms, golf shop, staging area, and driving range).
- Paying clients may be greeted by golf shop staff outside the golf shop, credit card or other payment method established, and payment processed while they wait outside the golf shop.
- All rakes have been removed. Players may improve their lie in bunkers and are asked to smooth their marks and footprints. Staff are reviewing bunkers and raking as possible throughout the day.
- All cups are outfitted foam cushions around the base of the pin for easy ball retrieval.
- All players must take their golf clubs with them, load their own bags both on and off our fleet carts.
- 1 player per cart unless players live in the same house together.
- Lessons are available with all safety protocols in place.
- Golf carts will be disinfected before and after each round by a designated cart 'pit crew'.
- Members must personally handle their clubs while bag storage is no longer available.
- Locker rooms and foyer area will be disinfected at least once every four hours; guest contact areas disinfected after each use.

- All employees will be provided personal size hand sanitizer and wipes to keep on them during their shifts and while on the course.
- Employees must wash or sanitize hands after touching any guest equipment including clubs, bags, or shoes.
- Increased tee time spacing to 15-minute intervals.
- Driving range bays 2m apart for warm-up area.
- No Caddies are permitted.
- No Fivesomes are permitted.
- All food and beverage items will be served in single use individual containers.
- Welcome packet of tees, ball markers, a scorecard, and pencils pre-set in carts for player use.

## Punta Mita Tennis and Pickleball Club.

The Pro Shop will keep operating as usual from 7:00am to 7:00pm, in order to book lessons. Please do so 24hrs in advance.

- Only teaching private lessons.
- Family lessons are possible if participants are living in the same household.
- 6-feet social distancing at all times.
- No physical contact under any circumstance.
- We highly suggest you bringing your own racquet and water.
- Demo rackets are available and will be sanitized for each rental. Please refrain from exchanging rackets or lending your own to someone on court.
- Hand sanitizer provided.
- During lessons only the PBI professional touches and picks up the balls.
- It is advised that a glove be worn on the non-hitting hand when playing with others.
- If you would like, the tennis professional will use mask during your session.
- No congregating after playing and everyone must finish exactly on time and leave immediately.
- Players are encouraged not to switch ends and just keep playing.
- Our staff will be constantly sanitizing the balls, rest area/palapa, tennis gate latch, water dispenser button, tennis hoppers, tennis rackets, handrails, and any other area in which the Guest can come in contact with.
- Anyone showing any signs of illness (coughing, sneezing, etc.) will not be allowed to play under any circumstance.



## Punta Mita Ocean Sports.

- All employees will have their temperature checked before the start of each shift.
- The staff will wear face masks and gloves during check-in and disinfection of the equipment.
- Maintain healthy distance (6-feet) between staff and client.
- Avoid handshakes, the greeting will be strictly: hand to heart.
- All equipment will be cleaned and disinfected at the beginning and at the end of each day, and after each use. Surfboards, SUP, boogie, kayaks, paddles, vests, etc.
- All snorkels and regulators will be sterilized with special sterilant.
- All boats will be completely cleaned and disinfected before and after each use.
- There will be a time lapse between services to ensure adequate cleaning of the boats.
- All bicycles will be completely cleaned and disinfected before and after each use with focus on high contact areas: handlebars, seat, basket, helmet, and padlock.
- We are migrating to ONLY CREDIT/DEBIT CARDS as the only form of payment, and are in the process of implementing a new website with online reservations, easy and direct, so that clients can book their activities before arriving at the Club, without having to interact with cash or cards. In this system we will have registered clients.
- When collecting and / or registering, the use of face masks and gloves is recommended.
- Telephone use should not be passed from hand to hand.

## Screening & Case Reporting Protocol.

Upon entering the Club temperature will be measured. Any person displaying a temperature 37.5°C /99.5°F or above or displaying or complaining of a cough, fever, shortness of breath, chills, a new loss of taste or smell, repeated shaking with chills, muscle pain, headache, sore throat or other known symptoms of COVID-19 will be discreetly offered a secondary screening.

Employees participating in a secondary screening are to follow proper hand hygiene and apply appropriate PPE, including a surgical mask and eye protection, before engaging with the visitor.

### Screening

The visitor displaying an elevated temperature or other known symptom of COVID-19 will be escorted to a designated, private, and isolated area and provided with PPE.

A security officer will use a temporal thermometer to record a second temperature reading (allowing at least 10 minutes between the first and second temperature readings) and will ask the visitor the following questions:

- Do you have a new cough that you cannot attribute to another health condition?
- Do you have new shortness of breath that you cannot attribute to another health condition?
- Do you have any two of the following symptoms: Fever (99.5°F or above), chills, repeated shaking with chills, muscle pain, headache, sore throat, or new loss of taste or smell?
- Have you come into close contact (within 6 feet) of someone who has a laboratory-confirmed COVID-19 diagnosis in the last 14 days?

If the visitor refuses the Secondary Screening, they will be denied entry to the property and provided a COVID-19 information card.

### Visitors with Elevated Temperature or COVID-19 Symptoms

If the Secondary Screening confirms that the visitor has a temperature of 37.5°C /99.5°F or above, is displaying or complaining of the known symptoms of COVID-19, or otherwise answers any of the questions in the affirmative, a visitor who is not a confirmed hotel guest will be denied entry\*\* to the property and be directed towards medical care and provided with resources and recommendations based on CDC and local health authority guidelines.

A Security Supervisor will collect basic visitor information including the name of the visitor and their place of residence.

### IMPORTANT

If a visitor refuses to provide information or cooperate with Security, the visitor will be denied entry to the property.

## Punta Mita Hospital.

The Punta Mita Hospital continues to provide services 24/7 and following safety and sanitation protocols as well as implemented decontamination measures for areas and personnel who are in contact with the patients.

We strongly recommend to all patients who require any medical services, to request an appointment in advance, through the following means:

**Telephone:** 329-688-0059

**E-mail:** [frontdesk@puntamitahospital.com](mailto:frontdesk@puntamitahospital.com)

**App:** Punta Mita Hospital Connect

We kindly request the usage of a facemask when visiting the Hospital facilities. Be advised that prior to a consultation, the patient must approach the emergency reception where a medical staff member will take your temperature and oxygen level; afterwards you will proceed to the main reception for appointment check-in.

Punta Mita Hospital is prepared to face this contingency with qualified staff and the required equipment such as:

- Intensive care ambulances equipped with ventilator and isolation stretcher.
- Respiratory Diseases Unit in an isolated sector and separated from the main building and with a specific protocol.
- 4 suite bedrooms equipped with intensive care unit beds and ventilators, (however in total 17 beds and 7 non-invasive ventilators masks allocated in different areas of the Hospital such as ER, UCI, OR, etc.).
- Video-laryngoscopy equipment.
- CT Scan with 64 slices.
- Cardiology Diagnostic Unit with complete cardiac monitors.

Moreover, the following services are available in order to endorse a healthy stay in Punta Mita, by contacting our Concierge Service:

- Pharmacy to assist you in filling your prescriptions and to continue your treatments throughout your stay, with delivery service to your home, rental property, or hotel.
- IV Therapies, to strengthen the immune system with a multivitamin, rich in electrolytes, antioxidants, vitamins a, b, c, d and folic acid to help maintain proper hydration.
- House Calls.
- Covid19 Testing (antibody and PCR tests).

### IMPORTANT NOTE

All of the above-mentioned measures are subject to change at short notice and will be updated as soon as possible.