



Policies & Procedures

COVID-19

May 2020



Activities permitted in this sector

- Access to the beaches within Punta Mita
- Rental equipment for activities offered by Punta Mita Ocean Sports for the complex and by the suppliers at each resort

Activities excluded in this sector

- Operation of amenities such as the Spa, fitness center and kids club
- Kids areas, game room
- Any activity with more than 6 persons, including instructor
- Equipment rental or activities that involve the introduction of suppliers from outside of Punta Mita
- Any activity which takes place in an enclosed space
- Events and reunions of any kind
- Use of showers inside the restrooms

**Hours of
operation**

**9:00 AM
To
9:00 PM**

**F&B
Service**

**11:00 AM
To
9:00 PM**

RESTRICTIONS AND PROTOCOLS

Actions	Description
1. Health and Hygiene	<ul style="list-style-type: none"> • Mandatory temperature check for visitors and staff • Use of facemasks in all club areas • The practice of social distance is encouraged at all the times in accordance with the operating manuals • Constant sanitation and disinfection of all common areas, restrooms, beach area, and restaurants before, during and after operation hours • Ensure the cleaning of chairs and lounge chairs after each use • Closure of interior showers • Visitors must bring their own towels • Permanent availability of antibacterial gel in all areas • Tables in restaurant area will be set-up upon guest arrival • Clients will be asked to use facemasks, specially children and those of a vulnerable age • The activities equipment must be sanitized and disinfected after each use
2. Social Distance	<ul style="list-style-type: none"> • 1.5 meters of distance between individuals • 2 meters of distance between each table, and 4 meters between groups of different families for lounge chairs on the beach and pool, as well for the table distribution in the restaurant • No more than 6 people may be gathered in groups on the beach or doing activities (including instructor) • Tables of no more than 6 people within the restaurant • Opening will be at 25% of the actual capacity of the restaurant

Activities permitted in this sector

- Access to the beaches within Punta Mita
- Rental equipment for activities offered by Punta Mita Ocean Sports for the complex and by the suppliers at each resort

Activities excluded in this sector

- Operation of amenities such as the Spa, fitness center and kids club
- Kids areas, game room
- Any activity with more than 6 persons, including instructor
- Equipment rental or activities that involve the introduction of suppliers from outside of Punta Mita
- Any activity which takes place in an enclosed space
- Events and reunions of any kind
- Use of showers inside the restrooms

Hours of operation

9:00 AM
To
9:30 PM

F&B Service

11:00 AM
To
9:00 PM

RESTRICTIONS AND PROTOCOLS

Actions	Description
3. Policies and regulations	<ul style="list-style-type: none">• Access to Punta Mita is not allowed for external visitors under protocols such as “day-pass” or similar• The Beach Clubs may receive guests of the resorts for dinner only, and with prior reservation• Aquatic activities are only permitted with authorized providers• Only electronic means of payment or charges on account are accepted• Publication of all regulations in highly visible areas including entrances and other public areas• 2 hours maximum of seating time per dining party.• Dining reservations are only held 15 minutes past your reservation time before it’s canceled
4. Technological resources	<ul style="list-style-type: none">• The Clubs will have infrared thermometers for health check-ups for both staff and visitors• Communicate the security measures that must be complied with and adopted via all of the digital channels of the complex and resorts.• QR code menus will be available.

Our menus are now available in digital format





Policies and Procedures COVID-19

May 2020

SUFÍ, SUFÍTO

Activities permitted in this sector

- Access to Sufi and Sufito Restaurant for food & beverages services

Activities not permitted in this sector

- Any activity of more than 6 people
- Any activity which takes place in an enclosed space
- Events and meetings of any kind
- Use of showers inside the restrooms

**Hours of
Operation for
Sufi**

**6:00 pm to
10:00 pm**

**Hours of
Operation for
Sufito**

**12:00 pm to
5:00 pm**

RESTRICTIONS AND PROTOCOLS

Actions	Description
1. Health and Hygiene	<ul style="list-style-type: none"> • Mandatory temperature check for visitors and staff • Use of facemasks in all areas of the club • The practice of social distancing is required at all times in accordance with the operating manuals • Constant sanitation and disinfection of all common areas, restrooms, beach area, and restaurant, before, during, and after hours of operation • Ensure the cleaning of chairs, tables and lounge chairs after each use • Permanent availability of antibacterial gel in all areas • The tables in the restaurant are set up upon Guest arrival • Clients will be asked to use facemasks, specially children and those of a vulnerable age • All tables, chairs and equipment will be sanitized and disinfected every 30 minutes • Food and beverages menu is only available in electronic format and on boards
2. Social distance	<ul style="list-style-type: none"> • 1.5 meters of distance between individuals • 2 meters of distance between each table, and 4 meters between groups of different families for the table distribution in the restaurant • Tables of no more than 6 people within the restaurant • Opening will be at 30% of the actual capacity of the restaurant
3. Policies and regulations	<ul style="list-style-type: none"> • Access to Punta Mita is not allowed for external visitors under protocols such as “day pass” or similar • Sufi may receive Guests of the resorts within Punta Mita for dinner only, with prior reservation. • Only electronic means of payment or charges on account will be accepted. • Publication of all regulations in highly visible areas including entrances and other public areas
4. Technological resources	<ul style="list-style-type: none"> • Existence of infrared thermometers for health check-ups for both staff and visitors • Communicate via all of the digital channels of Punta Mita and the resorts regarding the security measures that must be complied with and adopted.



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May 2020

As we work to reopen, the **safety and well-being** of our guests and staff are of utmost importance to us. We have created and are implementing new Policies and Procedures to help prevent the spread COVID-19

Client Confidence.

Punta Mita Ocean Sports is a school accredited by the Australia Academy of Surfing Instructors and we have the highest standards for ensuring the safety of our clients.

We operate at the group sizes required for open-air activities, with established measures in place for instructors and students to maintain safe social-distancing at all times – both in and out of the water. Anyone with flu or cough symptoms will not be allowed to participate in water activities.

Hand sanitizer will be provided to all clients. All equipment is disinfected before and after each use.

All clients will be required to sign the Disclaimer Waiver indicating that they do not have any symptoms of COVID-19 or flu and agreeing to abide by the safety recommendations and always maintain a **safe social-distance**.

SURF  MEXICO



New Protocols

Actions	Description
Staff Hygiene	<ul style="list-style-type: none"> • Temperature will be checked before the start of each shift • Staff are instructed to stay home if you they are not feeling well or have symptoms of COVID-19. • Our staff will wear face masks and gloves during the check-in and disinfection of the equipment. • Uniform use: clean shorts (black, blue or brown color), yellow lycra (KOA-KAI) and clean cap (KOA-KAI). • Shaved and short hair. • Apply antibacterial gel on the hands. • Maintain healthy distance (1.5-2 meters) between staff and client • Avoid handshakes, the greeting will be strictly: hand to heart. • Use of antibacterial gel when going up to use the transportation • Mandatory use of face masks during the transfers in between clubs and while in the stand. The face mask must be discarded at the end of the shift. • Avoid exchanging objects between staff members. If necessary to do so, immediately disinfect objects and hands. • The uniform must be brought from home in a bag and staff will get dressed upon arrival, same protocol will apply when leaving the place of work, taking off the uniform and placing it inside its bag for washing. • Zero use of personal cell phones. • Clean and disinfect (1 portion of chlorine for 10 of water) the work area at the beginning and at the end of each day, or as many times as its use requires.
Aquatic Sports Equipment Disinfection	<ul style="list-style-type: none"> • Equipment must be completely clean and disinfected at the beginning and at the end of each day, and also after each use. Surfboards, SUP, boogie, kayaks, paddles, vests, etc. • Spray with disinfectant spray (1 portion of disinfectant for 10 of water). • Remove excess sand with water. • Wash equipment with soap, water, and chlorine

Instructor Regulations

Verify and supervise instructors before each session. No one, without exception, will be permitted to work if they have COVID19 or flu-like symptoms.

Provide instructors with the ability to wash their hands regularly, appropriately.

Provide gloves (for example, kitchen gloves) for the instructor to wear when delivering equipment and doing their activities.

Provide disinfectant and the means with which to disinfect all equipment so that it can be sanitized before and after distribution to clients.

Instructors' personal circumstances may differ (eg, low immunity, etc.), impacting their ability to deliver lessons, even with current safety standards.

Instructors should notify the employer well in advance if they are not feeling well, or do not wish to teach for personal health reasons.

Protocols and restrictions

Actions	Description
Disinfection of snorkel and diving equipment	<ul style="list-style-type: none"> Remove excess sand with water Wash equipment with the mix of water, soap and chlorine available in the container established as a Sanitizing Station. Sterilize snorkels and regulators with a special sterilant.
Boat disinfection	<ul style="list-style-type: none"> The boats and accessories must be completely clean and disinfected after each service: <i>Ohana, Kai, Banana, and Hobbie Cats</i>. There will be a time lapse between services to ensure adequate cleaning of the boats. Spray with disinfectant spray (1 portion of disinfectant for 10 of water). Focusing in detail on the areas with the most direct contact with clients. Wash the boats with water, soap and chlorine, appropriately, before and after each service, and at the end of the working day.
Disinfections of Bicycles and accessories.	<ul style="list-style-type: none"> Equipment must be completely clean and disinfected after each use, keeping focus on the areas with the most contact with the client -- handlebars, seat, basket, helmet and padlock. Spray with disinfectant spray (1 portion of disinfectant for 10 of water).
Collection and Registration	<ul style="list-style-type: none"> Clean the POS after each use with a disinfectant. 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 required. Telephone use should not be passed from hand to hand.
Before guest arrival	<ul style="list-style-type: none"> All guests will be asked the following questions prior their arrival. If they answer yes to any of these questions, we will kindly suggest that they reschedule or cancel the reservation for the safety of other guests and our staff. <ul style="list-style-type: none"> Do you have a cough, shortness of breath, or sore throat? Have you had a fever in the last 48 hours?