

How
we Care



MICE



We take care of everything to take care of you

Iberostar continues working on a series of **hygiene, safety and health** actions for its different destinations and on its commitment to take care of **the customer, the employee, the supplier, the business partner and, in addition, the environment.**

For over 60 years we have operated to the highest standards, and now in COVID-19 times we have **strengthened and enriched our procedures and protocols**. This new form of collective care is present in all activities, spaces and protocols of the hotel, allowing a more personalized experience and reinforcing our leadership in responsible tourism.

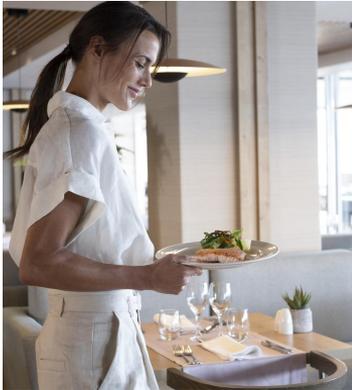
We aim to make customers **feel safer than ever** so that they can forget their worries and **feel right at home, just as they always have.**

HOW WE CARE PRINCIPLES



SAFE ENVIRONMENT

Our hotels, each an authentic oasis of safety, are innovating safety and security standards so all customers are confident in their stay.



STANDARDS OF HYGIENE

Improving constantly and able to demonstrate our action plans in terms of cleaning, hygiene, and disinfection of all areas ensuring the hotel is to the highest standards.



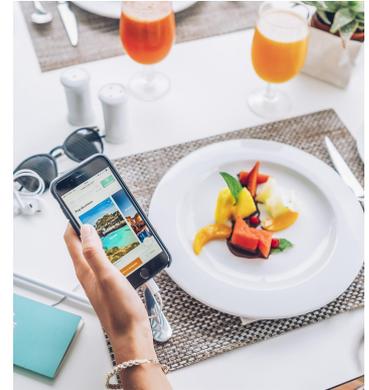
SOCIAL DISTANCING

Making the most of open, outdoor spaces and encouraging their use, is seen as a security measure but also as a real luxury that we can enjoy while at an event.



SMART INNOVATION

We are introducing innovations in the way we provide information to our customers and communicate with them so that we can be as close as ever without the need for physical proximity.



OUR ACTIONS

F&B

Restaurants

Our expertly trained staff is fully prepared and equipped with personal protective gear to assist guests at a la carte restaurants, as well as outdoor dining settings.

Throughout the day, all restaurants and dining areas are disinfected between dining times, all high-contact items on tables such as: salt and pepper shakers, utensils and chairs will be disinfected after each guest has finished and left the table. In addition, suppliers are required to follow health protocols and safety measures set forth by the CDC, WHO and local hygiene agencies.



Rooms

Housekeeping & Maintenance

Crystal International Certifications ensure all Iberostar hotels comply with the highest standards set forth for the cleanliness of linens, furniture, service protocols, as well as wildlife control.



Common Areas

Our hotels are distinctive for their expansive grounds, extensive gardens full of unique wildlife, as well as extraordinary beach-front and landscape scenarios. We have reinforced all of the cleaning procedures in our spa, and golf facilities, as well as in all of our beach & pool services.

Guest Services

Our hotels will be taking care of every detail, from hygiene to security and creating memorable experiences. We want our clients to focus on enjoying their event.

Entertainment

All our entertainment programs have been adjusted to adhere to social distancing regulations. Group activities are now enjoyed in a smaller, more intimate setting.

OUR ACTIONS



Events

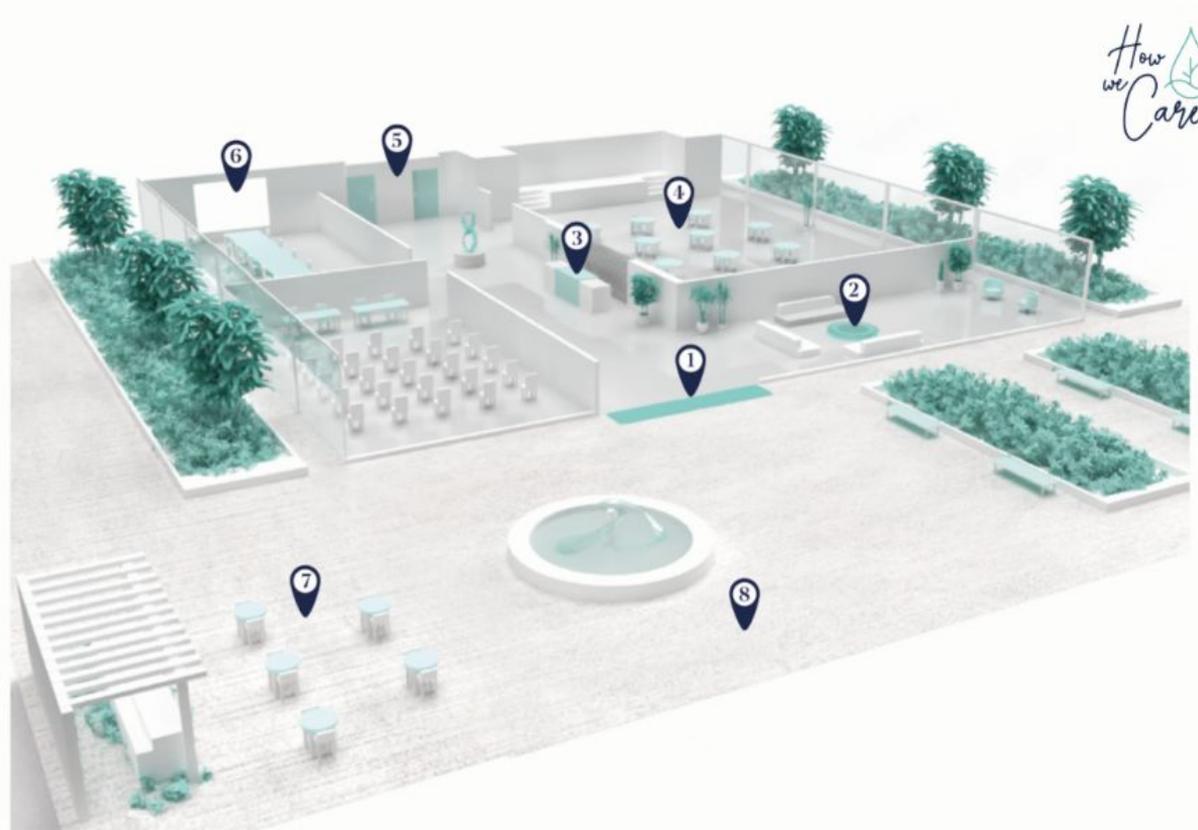
The security of organizing your private event, whether in convention halls or in extraordinary outdoor spaces, is of utmost importance to us. Our highly trained team takes care of all the details, either in cleaning, F&B preparation or customer service. Meeting rooms will be kept at 80% of their capacity to ensure social distancing.

- 01.** Increased frequency of deep cleaning in the Meeting Rooms, including walls, carpets and air conditioning.
- 02.** Regular fumigation and addition of hand sanitizers in all meeting rooms.
- 03.** Regular monitoring of trash cans, restrooms and fire extinguishers.
- 04.** Suppliers working under the highest hygiene, safety and sustainable protocols and certifications.
- 05.** Multiple outdoor locations. Safety and hygiene protocols and procedures also applied to all outdoor events.
- 06.** Distancing between all tables and chairs.
- 07.** F&B Preparation: All employees receive health checks every morning; preparation areas are deep cleaned multiple times per day; staff is using food safety equipment.
- 08.** F&B Service: Coffee break snacks will be displayed to preserve social distancing protocols; assisted food service; allergy signs displayed for food items.

YOUR SAFETY, OUR PRIORITY

CONVENTION CENTER

- 1. ENTRANCE:** Antibacterial gel stations, and sanitizing mats for shoes are located at all entrances.
- 2. COFFEE BREAK:** Event catering and coffee breaks will be assisted by staff to aid social distancing protocols.
- 3. VENDORS:** Vendors will deliver goods under strict hygiene, safety, sustainable protocols, and certifications.
- 4. CAPACITY:** Attendance of events and meetings in the convention center or indoor location is limited to 80% capacity.
- 5. GENERAL CLEANING:** Meeting areas, and bathrooms are sanitized with electrostatic sprayer machine and hygiene agency approved biodegradable and eco-friendly cleaning products.
- 6. MEETING ROOMS:** Air conditioning disinfection as well as deep cleaning with electrostatic sprayer machine to ensure each meeting room meets the highest standards of hygiene.
- 7. OUTDOOR EVENTS:** Occasions like weddings, events will have the option to be located outside in one of our outdoor locations.
- 8. SMART INNOVATION:** Digital and convenient check-in and check-out. Check all activity schedules, restaurant menus, and dinner reservations can be done through the Iberostar app.



CREDIBILITY

CERTIFICATIONS



Cristal International Standards

Certifications and Local Audit Programs ensure all Iberostar hotels comply with the highest standards set forth for hygiene and health, housekeeping, pools, drinking and pool water quality, as well as dining.



At **Iberostar** we have created a Medical Advisory Board made up of experts in Public Health and Health Safety linked to tourism.

**BIOLINEA | VIROLOGIST |
CMO HEALTH BOARD.**



**World Health
Organization**

Our protocols and standards are based on recommendations made by the **WHO**. We also have the EarthCheck certification that guarantees our protocols, procedures, and training are carried out with a focus on health and sustainable standards.

Thank you!

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HOTELS & RESORTS

www.iberostar.com/en/how-we-care/