

The Excellence Collection



The Excellence Collection Presents Its Post-Covid Health and Safety Committee and a First Look at New Protocols



May 21, 2020 - With the upcoming reopening of seven hotels and resorts in the Caribbean, The Excellence Collection has published a **preliminary list of the new health and safety protocols** it will follow in the wake of the Covid-19 situation. The updates will be carefully designed so guests can travel with peace of mind, without sacrificing their full vacation experience, and to ensure the wellbeing of staff members.

These new protocols are currently being created by The Excellence Collection's newly-formed **Health and Safety Committee, led by the esteemed Dr. Sebastian Crespi**, who is the President & Scientific Director of Biolinea and a consultant for the World Health Organization on Covid-19 management in the hotel industry worldwide. Also on the committee are numerous departmental leaders in The Excellence Collection, including the CO-CEO, the VP's of Operations, Legal, Corporate Affairs, Sales & Marketing, Human Resources, Purchases, and Finance, the Director of Health and Safety, and the Director of Training, among others.

The Health and Safety Committee serves as a consultant to the company to:

1. Create Covid-19 preventative protocols for each department of the hotel properties, based on three key points:
 - a. Social distancing
 - b. Increased hygiene and cleaning processes in public areas and guest suites

The Excellence Collection



- c. Communication of the new protocols to guests
2. Develop a protocol training plan for staff members
3. Ensure new protocols are duly implemented

These new protocols will be based on knowledge and recommendations from sources such as the World Health Organization, the CDC and the EPA in the United States, the Public Health Agency of Canada, Public Health England, local authorities in the brand's hotel destinations, tour operators, and The Excellence Collection's very own above-the-curve standards. Their fluid design will allow them to evolve along with the Covid-19 situation in the countries where The Excellence Collection properties are located and where its guests reside.

“These new protocols will be an extension of our brand’s renowned bespoke service. We want our guests to travel with peace of mind while enjoying the same level of Infinite Excellence as always. Each point is focused on our standards of service, so the guests’ full vacation experience is not disturbed.”

- Domingo Aznar, VP of Sales & Marketing for The Excellence Collection

Even since before Covid-19, the brand has been closely partnered with Preverisk Group. This expert agency provides consulting, auditing, and training in the most exacting health standards throughout all hotel departments. The Excellence Collection has always prided itself on its expert-led health and safety processes, and the new post-Covid protocols will be a simple extension of what the brand has always provided for its guests.

All properties within The Excellence Collection are known for their above-the-curve standards and amenities, consistently winning exceptional honors such as AAA Diamond Awards, AAA Housekeeping Awards, EarthCheck environmental certifications, the Conde Nast Travel Readers' Choice Awards, TripAdvisor Certificates of Excellence, and TripAdvisor Traveler's Choice Awards ranking in categories such as the Best All Inclusive Hotels in the World and the Best Luxury Hotels.

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About The Excellence Collection:

The Excellence Collection is a family-owned and -operated resort group specializing in hotel management and worldwide real estate development, with a primary presence in the Caribbean. The group is a joint investment between Medieval Times, Zafiro Hotels and Viva Hotels that owns and manages award-winning resort properties in the Dominican Republic, Mexico, and Jamaica under three brands that encompass the concept of ultimate all inclusive luxury: the adults-only Excellence Resorts with all inclusive properties in Cancun, the Riviera Maya, Punta Cana, and Montego Bay; Beloved Hotels for romantic all inclusive wellness escapes for couples only; and Finest Resorts offering modern all inclusive luxury for all ages. The Excellence Collection has received The AAA Diamond Award, Condé Nast Travel Readers' Choice Award, and Travel & Leisure's Best Award. The group's properties have placed on several of TripAdvisor's Travelers' Choice Awards, including The #1 All-Inclusive Resort in the World and for 2019, three of its locations were listed among the Top All-Inclusive Resorts in the World and the Top Hotels in Mexico.

For additional information, please visit [The Excellence Collection](#)

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Below is **the first list of the health and safety protocols** that will take effect upon the reopening of every hotel and resort within The Excellence Collection. **This list is still a work-in-progress** and only represents the key points, so the brand will be updating and sharing more detail in the following weeks:

Our Cleaning Products

- All cleaning and disinfecting products mentioned below are hospital-grade products that meet criteria from the WHO, the CDC, the Public Health Agency of Canada, Public Health England, and the EPA to eliminate the SARS-CoV-2 virus (Covid-19). These products have been evaluated and approved by Biolinea, a third-party consulting firm partnered with the WHO.
- To ensure safe and effective product use, we closely follow all instructions on the label: concentration, method of application, contact time, etc.

On Arrival and Check-In

- A disinfectant mat is placed at the entrance so that all guests can sanitize their shoes on arrival at the hotel, before entering the main lobby.
- Luggage is disinfected on arrival.
- Guests' temperature is taken on arrival with a no-contact thermometer, as a first measure in detecting signs of symptoms compatible with Covid-19.
- A protective shield is placed at the front desk to ensure proper social distancing between guests and employees.
- Surfaces and equipment are cleaned and disinfected before and after each customer service interaction.
- Front desk employees disinfect their hands after receiving or interchanging items from other people.
- At check-in, guests are offered an Absolute Privacy Option if they so choose. This option ensures that employees will not enter their suite at all during their stay; all suite services will be delivered to the door only.
- The front desk has a brochure with Covid-19 preventative measures and recommendations that will apply during their stay.

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In Our Public Spaces

- Elevators are limited to maximum 2 people at the same time. Elevators also have floor marks to indicate social distancing, and touchless antibacterial hand gel dispensers.
- Antibacterial gel dispensers are available in numerous locations for hand sanitizing, including the front desk, the main lobby, entrances to restaurants, bar counters, the fitness center, the spa, and public restrooms, as well as throughout back-of-house areas for employees.
- To keep social distancing to at least 5 feet:
 - Signs, markers, and/or floor marks are placed in the front desk area, at restaurant entrances, in the spa, and throughout other public spaces where queues can occur.
 - Furniture in public spaces is separated further apart, including tables at restaurants.
 - Maximum occupancy is reduced in restaurants, bars, snack areas, and cafés.
- High-frequency touch points are cleaned and disinfected frequently, such as door handles, handrails, stair railings, elevators, public phones, faucets and faucet handles, diaper changing stations, high chairs, etc.
- Our main public spaces and contact surfaces are deep-cleaned and disinfected with electrostatic spray at the end of each day, including the main lobby, the Excellence Club lounge, the Finest Club lounge, public restrooms, the theater, restaurants, Imagine Kids Club, kids' lounge areas, shops, the doctor's office, the fitness center, the spa, and the public pool areas.
- Our properties have the advantage of being mostly open-air spaces, allowing for plenty of fresh air and sunshine. Indoor public spaces such as the spa, the fitness center, and others are opened up and aired out several times each day, in order to allow more fresh air into the space.

The Excellence Collection



Inside Your Suite

- On your arrival to your suite, a seal of cleanliness will indicate that it has undergone a strict process of cleaning, disinfection, and nebulization.
- We use even stricter cleaning and disinfecting protocols than before for your suite, furnishings, and contact areas like door handles, handrails, faucets and faucet handles, telephones, remote controls, light switches, stair railings, WC handle, etc.
- Suites have special anti-Covid amenity kits available for personal use, including items such as face masks, gloves, and disinfecting spray. **Please note that these items are available for you, but you are not required to use them.**
- Remote controls and minibar service items are laid out in a disposable protective bag.
- Personal-use linens are changed every day of your stay, including sheets, pillowcases, towels, etc.
- In-suite fabrics are steam-sterilized after every check-out, including mattresses, pillows, drapings, and curtains.
- All suites are nebulized at check-out with an electric ULV fogger machine, using a broad-spectrum virucide.

With Our Room Service

- Guests can choose to have their room service delivered to our “X-box” cabinets to avoid direct contact.
- If a guest chooses to allow the server into their suite, the server will do so while wearing a protective face mask.
- Room service food and beverages are always adequately covered and protected.
- Guests receive a card offering instructions on how to return used dishes: by calling Room Service to pick them up, or by placing them in the “X-box” cabinet.

Inside Our Restaurants

- Buffet service is updated to minimize guest handling of food:
 - A protective panel is placed between guests and the buffet dishes.

The Excellence Collection



- We have assisted service, where our staff will serve you at the buffet counters; as a result, there are no self-service utensils.
- Buffets have more ready-made and individually-plated items to minimize the need for food handling at the buffet stations.
- Restaurant employees implement social distancing protocols to control the number of guests entering the restaurant and within the waiting areas at any given time.
- Maximum capacity is reduced and tables are placed further apart.

In the Pool and Beach Areas

- Loungers and bali beds have a separation of at least 5 feet, with loungers being placed in pairs.
- So long as our occupancy rate allows it, we strive to leave empty beds and empty pairs of loungers between guests to offer even more separation.
- At our swim-up bars, seats are marked to ensure social distancing.

In the Spa

- Our spa facilities have even stricter cleaning protocols than usual, including hydrotherapy areas, relaxation areas, treatment rooms, dressing rooms, saunas, and steam rooms, along with all tools and utensils.
- For our spa-area aromatherapy scents, we use a selection of bacteria-killing essential oils that also strengthen the immune system.
- Staff members use a face mask for all body treatments, massages, and facials.
- Staff members use a face mask and gloves for all manicures and pedicures.

In Our Fitness Centers

- Machines, equipment, and accessories are cleaned and sanitized by staff after each use.
- Sanitizing wipes are available so guests can use them to wipe down machines and equipment, to avoid cross contamination.
- The fitness center is closed three times each day for a deep sanitizing process.

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For Our Staff

- Our employees undergo training on new sanitizing and social distancing procedures, including updated training should our protocols evolve.
- Our employees undergo mandatory training on immediate-action preventative measures and protocols in the event of a Covid-19 possibility or alert.
- Employees are given face masks and/or gloves when their job so requires, when there are no protective panels in place, and when social distancing of minimum 5 feet is not possible.
- All staff members who have direct contact with guests will use a face mask (and gloves, in some cases). Most face masks are made of reusable transparent plastic, so their faces are still fully visible. Employees who use disposable face masks are required to change them after 3 to 4 hours of use, depending on their position.
- All employees will wear a face mask when entering a suite, with no exceptions.
- The company provides staff with clean and sanitized uniforms every day.
- Employees undergo health checks:
 - Each employee's temperature is taken with a no-contact thermometer when they enter the hotel premises. If they have a temperature of 38°C (100.4°F) or higher, or if they show symptoms of Covid-19, they will be sent home right away.
 - If an employee shows symptoms of Covid-19 during their shift, they will be sent home right away.
 - Employees with respiratory symptoms will be asked to quarantine at home and call Human Resources to let them know they are sick.