



BANYAN TREE
MAYAKOBA

Your Safe Sanctuary Awaits

PROTOCOLS, PROCEDURES AND PREVENTIVE MEASURES

Protect, Provide and Prevent

June 8th, 2020.

BANYAN TREE MAYAKOBA



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At Banyan Tree Mayakoba we have carried out a detailed review of all our operational processes and the guest experience, to improve our existing hygiene measures and create new protocols that cover the needs derived from the current situation.

Below you will find a summary of our new procedures; we hope they will give you peace of mind when planning your next stay with us.

FOR YOUR STAY

1. Upon departure from the airport:

- The vehicle to be boarded has undergone a disinfection process, the operator will inform you of what this process has been, available through a QR code.
- The operator will use gloves to handle his luggage and will request his authorization to disinfect it.
- The driver will also ask for authorization to disinfect the soles of your shoes and take your temperature.
- You will have at your disposal disinfecting wipes, antibacterial gel and mouth covers inside the vehicle.
- During the tour, you will be shown a video with the security measures that you will find when you arrive at the hotel.

2. Upon arrival at the hotel:

- We will clean the steering wheel, lever, keys and door of the cars every time we receive it and deliver it.
- During check-in, the bellboy will wear gloves and request authorization to disinfect the handles of your luggage before handling it.
- We will offer you a disinfecting towel and the welcome amenity, which you can take with your own hands from the container.
- You will be given a kit with: mouth covers, disinfecting gel, disinfecting wipes, and a previously sanitized pen, as part of their amenities.

3. Check-In:

- You can register electronically, from an iPad.
- We will request a photograph of your passport, thus eliminating the manipulation of this document to take a photocopy.
- All our formats are now digital to avoid unnecessary contact; subject to confirmation of legal validity of your signature.
- The keys that our guests will use during their stay will be disinfected upon leaving the winery and before being handed over.
- All communication and documentation, during your stay, will be digital and we will send it to you through your villa's television, the hotel application and through a QR code.



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4. Internal transportation

We will continue cleaning and disinfecting our golf carts, before and after each service, and not sharing service for guests who do not stay together.

4.1 Bikes

During check in, we will invite our guests to exclusively use the bikes assigned to their villa. Bicycles will be cleaned and disinfected daily.

5. Upon leaving the hotel

To facilitate your departure, the final balance of your stay will be confirmed by phone and your authorization will be requested to charge your card. Finally going to the signature at reception.

GENERAL

1. Sanitization

- Our Security Department has implemented new control measures for the entrance of our guests, suppliers and associates, which ensure social distancing, temperature taking and the use of mouth covers.
- We will carry out constant disinfection of high traffic areas such as switches, telephones, TV controls, handrails, door handles, etc.

2. Services

- The hotel complies with the hygiene regulations of the World Health Organization (WHO).
- All the services that require our staff to enter the villas will be carried out with the use of protective equipment, and will be completed with the disinfection of the area in which they have worked.

3. Villas and Housekeeper Services

- A thorough disinfection treatment has been carried out on all the villas before the hotel reopened.
- All the material that the housekeeper and mini bars team will use will be disinfected, at the beginning and end of each shift.
- The ice will be distributed in personalized bags, which will be delivered during the courtesy service.
- The fruit packaging and item delivery processes for villas have been modified to avoid unnecessary contact.
- All villas will be disinfected with an electrostatic machine.
- All the stationery that is printed in the villa has been removed. Our guest will find the information on their television and in the Banyan Tree Mayakoba application.
- The TV remote control will be disinfected and covered with a cloth protector.
- The mini bar will be supplied in a personalized way through your Resort Host and the menu will be available in a mobile application, downloadable with a QR code.
- We have reinforced the disinfection procedures for air conditioning ducts throughout the hotel and the frequency with which it will be carried out has been increased.



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4. Public Areas

- There will be a sanitizing gel dispenser in each bathroom and in other public areas of the hotel.
- The disinfection of public areas will be constant throughout the day.

5. Laundry

A new preparation process has been implemented in the packaging for the delivery and collection of the linen, in a personalized way in each villa.

6. Restaurants, Bars and Beach Club

- A new configuration has been established in all our restaurants and bars, as well as in the beach club, guaranteeing the separation of 1.5 meters between tables and lounge chairs.
- Each consumer center has a Hygiene Ambassador, who will be in charge of monitoring that all security measures are complied with.
- The tables will be disinfected between each service, using products approved by the World Health Organization.
- Menus will be displayed on whiteboards and through the hotel app, to completely eliminate the use and handling of paper menus.
- Our “In-Villa Dining” service will continue to be available with safe deliveries and respecting hygiene standards. All the equipment used will be disinfected after each service.

7. Kitchen

The hotel continues with the hygienic food handling actions for the reception and preparation of groceries for our guests and associates. They have also been reinforced with the following additional measures:

- The maximum capacity for receiving suppliers is 4 people.
- Access will only be allowed to providers with mouth covers and they will be asked to wash their hands in our facilities according to our protocols.
- Tables and work surfaces will be washed and disinfected every 20 minutes.
- Social distancing in the kitchen areas will be respected.
- All prepared food to be stored will be vacuum packed.
- The maximum capacity of the employee cafeteria has been reduced to 38 people every 30 minutes and disinfection and healthy distance measures have been implemented.



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8. Spa & Gym

- Handwashing with Banyan Tree flagship products will be implemented. For those guests who prefer it, we will offer sanitizing gel. Our tea and vegetable rolls will be served on the spot.
- Our receptionists follow this protocol:
 - Hand washing and application of disinfectant gel.
 - Use of mask during the shift (To be confirmed).
 - Cleaning of the area and equipment every hour or after the interaction.
 - Maintain a reasonable distance when interacting with guests.
 - In the facilities, no more than 5 people will be allowed at the same time
- The maximum capacity of the "Rainforest" circuit will be 4 people per service.
- There will be a waiting time of 30 minutes between each service, to ensure their disinfection.
- The maximum capacity per hour in the gym will be 4 people. We will have a 10 minute waiting period between each hour to ensure disinfection of the facilities.

9. Groups, Conventions and Events

- New assemblies have been implemented to respect social distancing in group events, and the maximum capacities of our locations have also been modified.
- Prepared food and individually packaged beverages will be offered during events to avoid contact and handling.
- We offer hand washing stations, hand sanitizers, mouth covers and gloves for group arrivals.
- Our Sales and Events team will work with our clients and suppliers on the details of each group to define and adjust the safe handling of hospitality desks, outings to tours, banquets and other scheduled activities.

10. Gallery

- A cleaning and disinfection protocol will be implemented for all new items that arrive for sale.
- Locker rooms will be cleaned and disinfected after each use.
- All accessories, jewelry and clothing in the store will be disinfected, after interaction with a guest, with new disinfecting machinery.

11. Human Resources

- The hotel will guarantee the distancing of associates and the follow-up of the hygienic and sanitary measures in the staff transportation.
- In addition to constant training on hygiene and safety practices, we will also focus on the emotional situation of our associates, reinforcing training and knowledge about emotional intelligence

12. Engineering

We have reinforced the disinfection procedures for air conditioning ducts throughout the hotel and the frequency with which it will be carried out has been increased.



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These practices are focused on safeguarding the health and wellbeing of our guests and employees.

We look forward to welcoming you at our
Sanctuary for the Senses.

For more information on our precautionary measures and protocols, please feel free to contact us.

TOLL FREE: USA 1.855.421.1507, MEX 01.800.953.05.65

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