



**Dear Guest:**

Taking into consideration the current status of the COVID-19 worldwide news, I would like to communicate through this letter and personally if you so require, that we have implemented new and additional safety protocols and cleaning processes in guestrooms, restaurants and public areas. Your health, wellbeing and safety are a priority for us when staying at the Grand Isla Navidad Resort.

We are currently monitoring the guidelines provided by the World Health Organization and the Centers for the Control and Prevention of Diseases with respect to the virus. Our focus is to satisfy our client's needs while we do our part to maintain you, our employees and our community safe from the disease.

**What are we doing?**

- We have improved the techniques and standards used to clean our guestrooms during and after each stay. Our property is putting special emphasis to all areas that are in contact with a guest or an employee, including: door knobs, light switches, table tops, telephones, TV remote controls and bathroom accessories.
- Our hotel has increased its sanitary procedures in its common areas, such as the front desk, all furniture used to set up buffets, service utensils and the kids club. We are also taking steps to improve health standards in the back of the house.
- Physical distancing at restaurants, lobbies, pools, fitness centers and other public areas, including the reduction of capacity where appropriate.

In addition, we are taking steps to guarantee that all of our employees come to work free of any symptoms of the virus. This includes:

- If the employee does not feel well or a family member living in the same household does not feel well, we required that they do not show up for work in order to avoid contact with other employees and guests.
- Maintaining their hands very clean by washing them thoroughly. We are providing plenty of anti-bacterial gel in all areas and are monitoring that they use it as frequently as possible.
- Cleaning and disinfecting their work area.
- Maintaining a healthy lifestyle (good eating habits, getting plenty of sleep, exercising and avoid going to places with large gatherings) in order to maintain their immunological system as strong as possible.
- It is important to mention that if they have symptoms similar to a cold, we required them to consult a doctor and seek medical attention in their community facility.

We're at your service, we would love to welcome you with open arms, and we would like to assure you that we are taking the necessary steps to provide a healthy and safe environment.

**Best Regards,**  
**Juan Carlo Rincones.**  
General Manager