

## 1. WELCOME BACK Arrival & Check-In

- Welcome Hand Sanitizer
- Hygiene Check-In Stations
- Frequent Sanitation of Lobby Area and Luggage Carts



## 2. COME ON IN Room Cleaning Procedures

- Cristal RoomCheck Verification\*
- Gel Sanitizer Amenity
- Sealed Packaging (Extra Pillows and Blankets, Amenities, TV Control, In-Room Tablet)
- Cleaning & Hygiene Procedure Video Overview on TV & Tablet



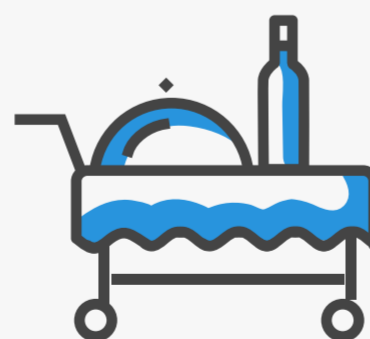
## 3. TIME TO RELAX Sanitation Throughout the Resort

- Abundant Hand Sanitizer Stations
- Increased Sanitation & Disinfection of Common Areas
- Distance Between Beach & Pool Loungers
- Regular Sanitation of Fitness & Sports Equipment
- Social Distancing-Friendly Activities
- Sealed Packaging for Spa Amenities & Tools



## 4. FUN FOR THE KIDS Explorer's Club + Core Zone Hygiene

- Regularly Cleaned & Disinfected
- Temperature Checks Required for Kids & Teens
- Sanitized & Sealed Packaging for Cellphones Provided to Parents



## 5. DINE IN STYLE Food & Beverage Protocols

- Social Distancing-Friendly Seating
- Reservations Required for Large Groups
- Menus on Board or Digital Display
- Frequent Disinfection of Tables, Chairs, Linens, Utensils
- Facemasks Required for Chefs, Servers & Room Service Waiters
- Food Service and Glass Barriers at Buffet



## 8. DON'T JUST TAKE OUR WORD FOR IT Third-Party Verification\*

- Cristal International Standards®
  - One of the industry's highest-level certifications verifying best-of-class processes for quality and safety
- Cristal POSI-Check certification
  - One of the industry's most advanced third-party verification standards and is being implemented across all AMResorts-branded resorts
- FoodCheck Certification
  - Complies with certified and audited food safety practices based on the Hazard Analysis Critical Control Point (HACCP), an internationally recognized system for reducing the risk of safety hazards in foods



## 7. BEHIND THE SCENES Back of House Sanitation Activity

- New Staff Dedicated to Health & Sanitation Measures
- Extensive Wellness & Hygiene Staff Training
- Increased Sanitization of Office & Back of House Areas
- Regular Tests of Pools & Water Systems
- Designated Drop-Off & Sanitation Area for Suppliers
- Temperature Control for Laundry



## 6. SEE YOU AGAIN SOON Check-Out & Departure Procedures

- Express Check-Out Service for Reduced Contact

**CleanComplete  
VERIFICATION™**

An AMResorts®  
**360-Degree Quality, Safety  
and Hygiene Program**