

COVID-19 HEALTH SAFETY PROTOCOLS

1. SECURITY

Security personnel at the entrance door:

- 1.1. The security agent on duty shall wear a mask and gloves when dealing with guests and clients.
- 1.2. The security agent shall be responsible for disinfecting the cars and/or vehicles entering the hotel.

2. RECEPTION

Bellboys:

- 2.1. Bellboys shall wear a mask when dealing with guests and clients. They shall wear gloves as often as needed.
- 2.2. The bellboy will receive and welcome the guest warmly, respecting the minimum distance of one meter.
- 2.3. The bellboy will provide hand sanitizer to guests.
- 2.4. The bellboy shall be responsible for escorting guests to the lobby, respecting the mandatory distance of at least one meter.
- 2.5. The bellboy shall place the luggage on a platform to disinfect it with the established products. Disinfection shall be carried out with 70% alcohol.
- 2.6. The bellboy will measure guest's temperature when entering and shall fill out the information on the established format (Temperature Control Format).
- 2.7. The bellboy will spray measured alcohol to all guests and clients arriving at the hotel, using the established procedure (from the chest to the feet).
- 2.8. The bellboy will ask the guests to disinfect their shoes on a carpet soaked with sodium hypochlorite (hypochlorite dosage in 10/1)
- 2.9. The bellboy will help to maintain order and keep under control the number of guests allowed in the lobby of each hotel, respecting the established social distance.
- 2.10. The bellboy must constantly disinfect all elements and items that have contact with other people, such as handles, golf cart, luggage cart, lobby furniture, among others.

Front Desk Check-In / Check-Out:

- 2.11. It is compulsory for the front desk staff to use permanently the established PPE.
- 2.12. Front desk shall have a counter protection screen to avoid contagion.
- 2.13. The front desk attendant, in coordination with the bellboy, shall be responsible for controlling the maximum capacity established, respecting social distancing.
- 2.14. Front desk staff shall give guests a warm welcome and must disinfect their hands before interacting with them.
- 2.15. Physical contact with collaborators and guests is strictly forbidden in order to avoid contagion.
- 2.16. They will provide hand sanitizer to guests before starting the registration process.
- 2.17. Each front desk attendant will assist one person per service maintaining the minimum distance established.

- 2.18. Prior to check in, the guest must fill out an Affidavit declaring not to have Covid-19 or related symptoms.
- 2.19. The front desk attendant will perform the check in or check out process.
- 2.20. The front desk attendant shall disinfect all items that come into contact with guests, using 70% alcohol.
- 2.21. The front desk attendant shall disinfect his working area when interacting with guests or clients, using hypochlorite dosage in 10/1.
- 2.22. The front desk attendant shall ensure that doors are always open to allow proper ventilation of the whole area.

3. HOUSEKEEPING

Room cleaning:

- 3.1. Room attendants must wear their established PPE (mask, gloves, goggles and hairnet).
- 3.2. Before entering the room, they shall disinfect the room door handle.
- 3.3. The room attendant shall knock on the door three times and wait to be attended to while respecting the required distance.
- 3.4. When entering the room, the first thing he should do is ventilate it naturally, opening doors and windows.
- 3.5. When removing waste from the room, he will use bags assigned for this work.
- 3.6. He must disinfect all objects that are frequently handled inside the room and the terrace using isopropyl alcohol (telephone, handles, switches, remote control and all electronic equipment).
- 3.7. He must disinfect all objects that are frequently handled inside the room and the terrace using hypochlorite dosage (handles, switches, furniture).
- 3.8. He shall disinfect the interior of the closet, surfaces, doors and handles.
- 3.9. Additional linen such as blankets and pillows shall be removed from the closet and provided only upon request.
- 3.10. He shall clean and disinfect the sliding glass doors taking special care with handles, frame, etc.
- 3.11. He shall vacuum and disinfect the room floor and terrace.
- 3.12. In case of carpeted rooms, quaternary ammonium (6/1) shall be sprayed and then vacuumed.
- 3.13. He shall disinfect outlets, plugs, cables, television and other furniture.
- 3.14. When leaving the room, he shall spray 70% measured alcohol on his uniform and on his shoe soles before going to the next room.

Bathroom cleaning:

- 3.15. The room attendant shall wear reinforced gloves as part of their mandatory PPE.
- 3.16. He shall remove towels and bathrobes in a separate bag.
- 3.17. Used amenities shall be removed and placed in a separate bag for disposal.
- 3.18. He will use the established products for toilet and wash basin disinfection.
- 3.19. Then he will use the established products for tub, shower and other accessories' disinfection.
- 3.20. Mirrors will be disinfected with the products assigned for this work.
- 3.21. The floor will be disinfected with the products assigned for this work.
- 3.22. When replacing supplies, these shall be previously disinfected.

3.23. When cleaning is finished, the bathroom door handle shall be disinfected.

Bed-making:

- 3.24. It is compulsory to change the bed linen daily.
- 3.25. He will begin his cleaning routine by removing the sheets and pillowcases.
- 3.26. The room attendant shall replace the bed linen in accordance with established procedures.
- 3.27. Bed linen that is removed shall be placed in a separate bag.
- 3.28. Finally, the headboard and bedside tables shall be disinfected.

Public Areas:

Corridor cleaning:

- 3.29. Personnel responsible for cleaning public areas must use their PPE.
- 3.30. They must take special hygiene care.
- 3.31. Cleaning and disinfection of public areas should be carried out constantly and permanently.

Elevator cleaning:

- 3.32. Personnel responsible for cleaning elevators must use their PPE.
- 3.33. Elevators must be cleared when cleaning them, the mandatory distancing must be respected in all circumstances.
- 3.34. Elevators should be disinfected by spraying isopropyl alcohol on their doors, external and internal buttons, floor, walls and internal handrails.

Front desk/lobby cleaning:

- 3.35. The personnel responsible for cleaning the front desk and/or lobby must use their PPE.
- 3.36. They must remove waste from the whole area using bags assigned for such work.
- 3.37. Finally, surfaces must be dusted and disinfected with measured hypochlorite and isopropyl alcohol, such as counters, doors, decorations, lobby tables, Internet Center, keyboards, mouse, and furniture in general, among others.

Guests' public bathroom cleaning:

- 3.38. The personnel responsible for cleaning the front desk and/or lobby must use their PPE.
- 3.39. The personnel in charge should have all the cleaning and disinfection materials required for this work.
- 3.40. The personnel will enter disinfecting the door handles and will remove waste using bags assigned for such work.
- 3.41. The personnel shall carry out constant cleaning and disinfection of the following:
 - Door handles
 - Toilets
 - Urinals for male toilets
 - Wash basins
 - Faucets in general
 - Mirrors

- Surfaces
 - Walls
 - Floors
- 3.42. When cleaning is completed, the responsible person should check and replace, if necessary, the hygiene and disinfection supplies assigned for guest use such as:
- Paper towel
 - Toilet paper
 - Hand sanitizer
 - Liquid soap

Restaurant cleaning:

- 3.43. Personnel responsible for cleaning must use their PPE.
- 3.44. The personnel in charge will begin vacuuming the floor, columns, pictures and walls.
- 3.45. The personnel in charge will disinfect the room floor with measured hypochlorite. 1/10 dosage.
- 3.46. The personnel in charge will disinfect handles in general.
- 3.47. The personnel in charge shall remove waste using bags assigned for such work.

Hotel bar cleaning:

- 3.48. The cleaning personnel must use their PPE.
- 3.49. The personnel in charge shall begin vacuuming the floor, columns, pictures and walls.
- 3.50. The personnel in charge will disinfect the room floor with measured hypochlorite. 1/10 dosage.
- 3.51. Disinfection and cleaning of the bar shall be done constantly and permanently with measured hypochlorite (1/10).
- 3.52. The personnel in charge shall disinfect handles in general. Likewise, they shall remove waste using bags assigned for such work.

Event room cleaning

Common areas

- 3.53. Personnel responsible for cleaning must use their PPE.
- 3.54. The personnel in charge shall begin vacuuming the floor, columns, pictures and walls.
- 3.55. In case of carpeted spaces, quaternary ammonia (1/10) shall be sprayed.
- 3.56. The personnel in charge shall disinfect the floor, handles in general, doors, glass, chairs and tables.
- 3.57. The personnel in charge shall remove waste using bags assigned for such work.

Lounges

- 3.58. Personnel responsible for cleaning must use their PPE.
- 3.59. The personnel in charge shall begin vacuuming the carpeted floor, columns, pictures, and walls.
- 3.60. In case of carpeted spaces, quaternary ammonia (1/10) shall be sprayed.
- 3.61. The personnel in charge shall disinfect the carpeted floor weekly, handles in general, doors, glass, chairs and tables.
- 3.62. The personnel in charge shall remove waste using bags assigned for such work.

Pool:

- 3.63. Personnel responsible for cleaning must use their PPE.
- 3.64. The personnel in charge should make sure that all pool chairs are kept separate in accordance with social distancing.
- 3.65. The personnel in charge should disinfect mats, chairs and umbrellas using measured hypochlorite before being placed in the pool area, likewise the cleaning and disinfection routine during service should be accomplished.
- 3.66. The personnel in charge should disinfect them before storage.
- 3.67. The personnel in charge shall disinfect the pool floor and surrounding area with measured hypochlorite.
- 3.68. The pool water shall be cleaned at night using the appropriate chemicals and products.

Laundry:

Laundry pickup service for guests

- 3.69. Personnel responsible for cleaning must use their PPE.
- 3.70. When the laundry personnel pick up guests' clothing, it should be placed in the bag that is in the closet.
- 3.71. Social distancing with the person making the delivery should be respected.
- 3.72. The personnel in charge must keep and wash clothes that has been placed separately from the other ones.
- 3.73. When delivering the clean clothes, appropriate distancing should be respected.

Laundry service

- 3.74. The personnel in charge will disinfect the laundry baskets.
- 3.75. The personnel shall use the highest temperature to wash clothes, towels and bed linens, as well as to dry them (preferably between 60° to 90° in order to eliminate any bacteria adhered to the garment's fabrics).
- 3.76. Use the sanitizing procedure.
- 3.77. The personnel in charge shall disinfect the machines internally and externally between each wash using measured hypochlorite.
- 3.78. At the beginning and end of the shift, personnel in charge shall vacuum and disinfect the floor, machines, sink faucets, majolica wall and product dispenser.

4. FOOD AND BEVERAGE

Restaurant

Entrance measures for personnel to the service area:

- 4.1. The supervisor shall verify the correct hand washing of all employees, according to the WHO for a period of 20 seconds.
- 4.2. The supervisor shall perform the entry check list of the personnel, who shall be perfectly uniformed and disinfected, and shall have protective equipment for the shift as well as work tools.
- 4.3. The supervisor shall make a quick briefing to provide the information of the day, maintaining the distance established of at least 1 meter between one person to another, according to new protection protocols.

Restaurant mise and place according to the following duties:

- 4.4. Tables and chairs will be disinfected according to procedure.
- 4.5. Tables will be set up according to procedure (disinfected cutlery, sealed and bagged, including paper napkins, paper placemats and glasses). No salt and pepper shakers

or extra tableware and glassware shall be used.

- 4.6. The service stations will be set up according to standards (antiseptic gel, mouth mask, gloves, tableware, packed cutlery).
- 4.7. There shall be two different types of trays, one to carry food and another for the removal of services to avoid some type of contamination, which shall be disinfected during each service.
- 4.8. The work material shall be disinfected for the operation (pencils, bill holders, etc.).
- 4.9. There shall be two types of trays, one for food support and another for the removal of dirty or used services.

Service start-up:

- 4.10. The hostess must use her PPE.
- 4.11. The hostess will receive the guests by opening the door and will provide them with hand sanitizer, directly to their hands, to avoid manipulating the container.
- 4.12. If there are guests waiting, they will be asked to keep their distance according to the signs implemented at the restaurant entrance door.
- 4.13. The hostess will guide the guest to the table and depending on the number of people, will provide only one menu or maximum 2 per table.

During food service:

- 4.14. The waiter must use his PPE.
- 4.15. He will receive our guests with a cordial greeting, under no circumstances he will have physical contact with them (no shaking hands or hugging).
- 4.16. He will respect the established minimum distance.
- 4.17. He will proceed to take the order according to the defined procedure.
- 4.18. The waiter will be responsible for serving everything directly to the table.
- 4.19. The waiter shall wash his hands every 10 minutes or at every interaction with guests, according to the handwashing procedure and register.
- 4.20. The runner must wash his hands each time he leaves the table according to the handwashing procedure and register.
- 4.21. The runner shall be responsible for removing all unnecessary trash from tables, tableware and glassware.
- 4.22. The waiter will serve the bread and present it without having physical contact with guests.
- 4.23. After serving the food, the waiter will offer the condiments or garnishes (olive oil, salt, pepper, etc.) serving them directly to the guest's plate and then disinfecting them.
- 4.24. The waiter will ask the guest if he is satisfied with the order, keeping the established distance.

End of service:

- 4.25. The service ends when the guest receives the bill.
- 4.26. The table must be completely clean (plates, cutlery, etc.) in order to place the bill. These will be removed by the waiter's assistant.
- 4.27. The waiter will ask the guest if he wants to pay by cash, card or room charge.
- 4.28. If the guest pays with credit card or room charge, he will have to sign the voucher for the respective charge, which will be taken to the cashier by the waiter's assistant, then everything that has been used (pen and bill holder) will be disinfected at the cashier.
- 4.29. If the guest pays with debit card, the waiter will ask the cashier for the POS machine in

order to give it to the guest who can enter his secret password. The assistant will then take everything used (pen, POS machine and bill holder) to be disinfected in a box with isopropyl alcohol.

- 4.30. If the guest pays by cash, 2 pre-bills will be generated and only 1 will be for him to verify that the bill is correct and the exact amount will be told to the him in order to avoid contact with the bill holder. Once confirmed by the guest, the cashier will receive the money and give the change to the guest if necessary (at no time the guest will have contact with the bill holder). At the end, the bill holders will be taken to the back office to be disinfected according to the procedures.
- 4.31. The POS machine and items that were exposed will be disinfected.
- 4.32. Finally, the waiter will say goodbye to the guests inviting them cordially to come back.
- 4.33. The personnel will have no contact with guests under any reason and will maintain the indicated distance according to the procedure.

Bar/Pool/Lounge

Entrance measures for personnel to the service area:

- 4.34. Staff shall wash their hands when entering the shift time and record it in their opening functions.
- 4.35. The supervisor shall perform the entry check list of the personnel, who shall be perfectly uniformed and disinfected, and shall have protective equipment for the shift as well as work tools.
- 4.36. The supervisor shall make a quick briefing to provide the information of the day, maintaining the distance established according to the new procedures.

Mise and place according to the following duties:

- 4.37. Disinfection of tables and chairs according to procedure.
- 4.38. Tables shall be set up respecting the allowed distance and capacity, no salt or pepper shakers or extra glassware shall be placed.
- 4.39. Service stations shall be set up according to standards (antiseptic gel, mouth mask, gloves, tableware, packed cutlery, according to procedure).
- 4.40. There shall be two different types of trays, one to carry food and another for the removal of services to avoid contamination (a cart shall be implemented to transport dirty services and it will be used only by the person designated) and then proceed with disinfection.
- 4.41. Work material will be disinfected for the operation (pencils, bill holders, etc.).
- 4.42. There will be two different types of scissor leg trays, one for food support and the other for removing dirty or used services.

Service start-up:

- 4.43. When the guest arrives at the bar or pool, the personnel in charge with their PPE (mouth mask and gloves) will welcome him by providing antiseptic gel directly to his hands in order to prevent cross-contamination caused by handling the hand sanitizer.
- 4.44. If there are guests waiting, they will be asked to keep their distance according to the signs implemented at the bar entrance door. Likewise, guests' places in the pool will be marked according to procedure.
- 4.45. The personnel in charge will guide the guest to the table and depending on the number of people, will provide only one menu or maximum 2 per table.

During the service:

- 4.46. The waiter will always wear his PPE (gloves and mask). He will greet our guests warmly and will not have any physical contact with them (shaking hands or hugs). He will recommend the specialty and drink of the day. Likewise, he will take carefully the guest's order taking into account the desired cooking time or any considerable allergies.
- 4.47. The waiter will be responsible for serving everything directly to the table.
- 4.48. The waiter shall wash his hands every 15 minutes or at every interaction with guests, according to the handwashing procedure and register.
- 4.49. The waiter's assistant must wash his hands each time he removes service or every 15 minutes according to the handwashing procedure and register.
- 4.50. The waiter's assistant (with the PPE mentioned before), will be in charge of removing all dirty things on the tables, tableware or glassware that were not necessary.
- 4.51. The waiter will serve the order at the bar, maintaining the established distance.
- 4.52. After serving the food, the waiter will offer the creams or garnishes (olive oil, salt, pepper, ketchup, sugar, etc.) serving them directly to the guest's plate. They will not be left on the table in order to avoid cross-contamination and then they will be disinfected.
- 4.53. After the second mouthful or first drink tasting, the waiter should ask the guest if he is satisfied with his order, maintaining the established distance (according to procedure).

End of service:

- 4.54. The table must be completely clean (plates, cutlery, etc.) in order to place the bill. These will be removed by the waiter's assistant.
- 4.55. The waiter will ask the guest if he wants to pay by cash, card or room charge.
- 4.56. If the guest pays with credit card or room charge, he will have to sign the voucher for the respective charge, which will be taken to the cashier by the waiter's assistant, then everything that has been used (pen and bill holder) will be disinfected at the cashier.
- 4.57. If the guest pays with debit card, the waiter will ask the cashier for the POS machine in order to give it to the guest who can enter his secret password. The assistant will then take everything used (pen, POS machine and bill holder) to be disinfected in a box with isopropyl alcohol.
- 4.58. If the guest pays by cash, 2 pre-bills will be generated and only 1 will be for him to verify that the bill is correct and the exact amount will be told to the him in order to avoid contact with the bill holder. Once confirmed by the guest, the cashier will receive the money and give the change to the guest if necessary (at no time the guest will have contact with the bill holder). At the end, the bill holders will be taken to the back office to be disinfected according to the procedures.
- 4.59. Finally, the waiter will say goodbye to the guests inviting them cordially to come back.
- 4.60. The personnel will have no contact with guests under any reason and will maintain the indicated distance according to the procedure.

5. Kitchen

Entrance measures of personnel to the service area:

- 5.1. Personnel should take a shower and disinfect themselves before entering and when leaving the kitchen.

- 5.2. Chef and Kitchen Steward will be required to enter the kitchen wearing a clean uniform.
- 5.3. A dispenser with measured hypochlorite shall be provided at the kitchen entrance to allow disinfection of shoe soles.
- 5.4. It will be mandatory the use of a headdress, gloves and mouth mask.
- 5.5. Hand washing shall be required as indicated in the standards and shall be repeated every 20 minutes and whenever raw food is handled.
- 5.6. For the Kitchen Steward, hygiene shall be required constantly, as they are more exposed to contamination since their role is to collect and throw away garbage, wash equipment and utensils, as well as maintain the dishwasher with the appropriate utensils and temperature.

Kitchen hygiene:

- 5.7. The working area shall be disinfected with measured hypochlorite before starting work and standards shall be set as often as required.
- 5.8. The kitchen personnel shall be constantly trained to avoid cross contamination.
- 5.9. Cleaning and disinfection of floors, walls, waste containers, sinks, work tables, refrigerators, freezers and equipment shall be carried out with measured hypochlorite.
- 5.10. The storage procedure and conditions of each area shall be supervised.
- 5.11. Disinfection of dishes, glassware and cutlery shall be carried out in the dishwasher.

Food handling:

- 5.12. The right standards for the preparation and serving of the menu dishes shall be supervised.
- 5.13. The adequate food temperature shall be monitored.
- 5.14. The preparation and service of food shall be monitored to avoid cross-contamination.
- 5.15. Fruits, vegetables and other inputs shall be washed and disinfected, after receiving them the washing register shall be filled.
- 5.16. The correct labeling of all kitchen inputs, either raw or cooked, shall be monitored.

6. Maintenance

- 6.1. The Maintenance Manager shall perform the entry check list of the personnel, who shall be perfectly uniformed and disinfected, and shall have protective equipment for the shift as well as work tools.
- 6.2. When entering a room, the maintenance personnel shall knock three times the door and disinfect their shoe soles with a sprayer.
- 6.3. When room maintenance has been completed, the working area shall be disinfected and cleaned.
- 6.4. When leaving the room, doors and handles must be disinfected.
- 6.5. The use of PPE is mandatory for hazardous works.

7. Spa

Hygiene of the environments and surfaces:

- 7.1. The hygiene of surfaces and utensils (stretchers, deckchairs, garments, cloths, weighing scales, combs, brushes, clippers, nail clippers, towels, paintbrushes, hair washers, seats, tables, handles, switches, toilets, equipment and others used in the same place depending on the type of service) must be cleaned immediately after use, even if they do not have marks or evidence of being dirty.
- 7.2. Disposable tools must be removed after each use in separate bags.

- 7.3. Likewise, hygiene must also comprise cleaning the place where people are served and services are offered.
- 7.4. No more than one person shall be assisted at the same time.
- 7.5. Hand washing must be constant by the personnel attending, but also by the guest when arriving at a new environment.
- 7.6. There will be a strict schedule control to avoid crowding in the rooms.
- 7.7. In case the hotel has a hyperbaric chamber, it should be disinfected before and after use and the stretcher sheets should be changed.
- 7.8. Take into account the adequate separation between armchairs (reception and waiting rooms), deckchairs and bathroom seats, as well as the distribution of people in the reception, meditation and Pilates areas.

Spa reception:

- 7.9. Remove all paper and magazines that can be in contact with more than one person.
- 7.10. Welcome guests wearing a mask, which should fit perfectly to the face before each use and should cover the nose and all the buccal mucosa. Avoid touching the mask while wearing it.
- 7.11. The mask may be used by the personnel as long as it is kept clean and not deformed. If it gets wet, damp or dirty it must be replaced immediately.
- 7.12. Hand hygiene should be performed immediately after touching, removing or disposing a mask.
- 7.13. Once the treatment is finished, the used stretcher linen and towels should be folded and stored properly in plastic bags by the personnel in order to be sent to the laundry and to avoid contact with the body and uniform.
- 7.14. Do not shake hands and respect the minimum distance as well as the existing signs.
- 7.15. Provide hand sanitizer to guests or clients when entering.
- 7.16. Proceed with the guest registration avoiding him to touch the price list.
- 7.17. Disinfect pens and counter at each interaction with guests.
- 7.18. After the exchange of objects between each customer-employee, (i. e. payment cards, tickets, pens, etc.) a hand disinfection will be done.
- 7.19. Temperature of the guest shall be measured and his suitability for any treatment shall be checked.
- 7.20. The Client must fill out a health survey.

Common area cleaning:

- 7.21. The corridors, reception, terrace, etc. should be disinfected very often, as they are highly frequented by clients, using hypochlorite or a disinfecting agent.
- 7.22. Disinfect locker keys and key rings.
- 7.23. Deliver them bagged.
- 7.24. Lockers must always be clean and disinfected with measured hypochlorite, especially doors and handles, benches and furniture.
- 7.25. Wash and disinfect showers with hot water, shower control handle with disinfectant hypochlorite.
- 7.26. Disinfect vessel sinks, hand washers and their handles with disinfectant hypochlorite.
- 7.27. Disinfect and clean toilets, bases, lids, tanks with disinfecting hypochlorite.
- 7.28. Clean and disinfect bathroom floors constantly with hypochlorite.

- 7.29. The following colors should be used to avoid cross-contamination:
- 7.30. Red 3M microfiber. (Door lock cleaning).
- 7.31. Yellow 3M microfiber. (Counter cleaning).
- 7.32. Light blue 3M microfiber (Machine cleaning).
- 7.33. Glasses, cups and utensils shall be disposable.

Sauna and steam room:

- 7.34. Clean the steam room, check the forges, clean and disinfect the majolica, doors and handles with disinfecting hypochlorite.
- 7.35. Sauna, clean and disinfect wooden handles and floor with disinfectant hypochlorite.

Pools and Jacuzzi:

- 7.36. Disinfect and clean with a special antifungal product.
- 7.37. Disinfect and clean forges, majolica and jets using scale removers, detergents and hypochlorite.
- 7.38. Clean thalassotherapy and jacuzzi handrail with disinfectant hypochlorite constantly.
- 7.39. Separation between deckchairs should be 1.5 to 2 meters.

Cabins:

- 7.40. Clean and disinfect the cabin completely before starting treatment, use disinfecting hypochlorite.
- 7.41. Clean and disinfect door handles, hand washers and handles in general with disinfecting hypochlorite.
- 7.42. Disinfect floors with hypochlorite.
- 7.43. Seek natural ventilation to generate air currents.
- 7.44. The guest should take a shower before and after each massage, this will eliminate as many viruses and bacteria as possible.
- 7.45. All treatments should be carried out using a mask.
- 7.46. Dirty linen and towels shall be placed in special identified baskets and must remain closed to avoid cross-contamination.
Clean and disinfect with disinfectant hypochlorite the whole cabin after the treatment is completed.

Gym:

- 7.47. Installation of hand sanitizer dispensers.
- 7.48. Liquid alcohol dispensers and sprinklers.
- 7.49. Wet cloths for cleaning and disinfecting machines and equipment.
- 7.50. Constant hand washing.
- 7.51. Ventilated environment.
- 7.52. Cleaning of A/C filters.
- 7.53. Clean the floor with disinfectant hypochlorite.
- 7.54. Clean all machines constantly after each use with hypochlorite.
- 7.55. Clean benches, balls, mats, dumbbells, among others with disinfectant hypochlorite.