



OUR HOTEL PLAN:

JW Marriott Guanacaste

COMMITMENT TO CLEAN

Marriott
INTERNATIONAL

UPDATED:
OCTOBER, 2020

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Marriott Standard and Protocols applicable for **JW Marriott Guanacaste Resort & Spa**:

1. **Touchless Hand Sanitizing Stations.** JW Marriott Guanacaste Resort & Spa has hand sanitizer dispensers available for all guests and staffs. These are strategically situated in common public areas including the entrance to the restaurants, bellman stands, front desk, concierge lounge, elevators, outside each bathroom and in all high traffic areas throughout staff spaces. The stations are visible for all, and the use of it is complimentary. Alcohol-based hand sanitizing products are purchased through Ecolab, Marriott approved supplier.
2. **Hand Washing.** All employees at JW Marriott Guanacaste Resort & Spa have been instructed and trained to wash their hands frequently, using antibacterial soap or use sanitizer when a sink is not available. Hands should be washed, following proper hand washing techniques, every 60 minutes for 20 seconds and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.
3. **Health and Safety Signage.** Throughout the JW Marriott Guanacaste Resort & Spa, we have installed and clearly display health and hygiene reminder posters. Signs are displayed and fully visible in motor lobby, reception area, rest room areas, elevators and staff areas. The messaging emphasizes the proper way for hand washing, requirement to wear face masks, social distancing and all the cautionary measures to avoid spread of germs and viruses.
4. **Enhanced Cleaning and Disinfecting Protocols.** JW Marriott Guanacaste Resort & Spa follows the mandatory sanitation process listed below:
 - a. We use EPA-approved cleaning and disinfecting agents that are effective against viruses and bacteria.
 - b. Clean and properly disinfect hard surfaces and shared equipment regularly:
 - Between every associate and guest use or every 2 hours
 - At the beginning and end of each shift
 - c. Bathroom Care: all public bathrooms of the hotel are be supplied with hand soap and single-use paper towels to dry hands as well as Touchless Hand Sanitizing Stations.
 - Hotel associates thoroughly clean and disinfect door handles, sink faucets and toilet handles, towel dispenser handle, soap dispenser push plates, baby changing station and trash receptacle touch points hourly.
 - Dispensers for soap, paper towels and toilet paper are revised hourly to ensure that they are always fully stocked.
 - Hotel associates are monitoring restrooms on an hourly basis to ensure they do not require attention.
 - The health and safety poster promoting handwashing and disinfestation is fully visible.
 - Electrostatic disinfecting sprayer is used to disinfect public restrooms.
 - d. Floor Care: all indoor areas such as entrance lobbies, elevators, meeting rooms, food service areas, spa, fitness center are thoroughly cleaned and disinfected with the proper disinfectant as per Marriott Standards & Protocols once every 60 minutes. Public areas are disinfected with electrostatic disinfecting sprayers during night hours.

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- e. Stock of all cleaning and sanitizing products in all hotel departments has been reinforced. Appropriate delivery schedule has been arranged with suppliers to avoid any supply interruption.
 - f. All waste will be handled with gloves/tongs, bagged properly, and bins will be emptied every three hours. In the case of disposing Personal Protective Equipment (PPE), the safety disposal protocol established by local health department has been implemented.
 - g. Air conditioning maintenance has been enhanced. Although COVID-19 is not transmitted by air, ongoing monitoring of filters and their proper replacement has been scheduled to secure correct indoor air quality.
5. **Safe Physical Distancing and Protective Equipment.** Employees and customers must follow the safe distancing protocols and the guidelines for the use of Personal Protective Equipment (PPE).

Safe and Physical Distancing

- I. The hotel associates ensure that safe and social distance is maintained in all public areas. The minimum distance required is 6 feet (2m, all around).
- II. All areas where lines can be formed are clearly marked with floor decals or markers indicating the appropriate physical distancing space.

Protective Equipment

- I. Employees must always wear a mask. Guests are required to wear while in public areas.
 - a. Face masks while worn should protect the mouth and nose area.
 - b. Both, single-use masks or cloth masks, are acceptable.
 - II. Employees are required to wear protective gloves while working. This is applicable to any associate handling items for patrons such as handing of plates, cutlery, food, drinks. Luggage and door attendants are also required to wear gloves. Gloves are changed regularly as required per area after washing their hands.
 - III. JW Marriott Guanacaste Resort & Spa has installed physical barriers (acrylic "sneeze guards") in high traffic counter areas such as front desks and service stands.
 - IV. The JW Marriott Guanacaste Resort & Spa has implemented temperature check point with a no-contact infrared thermometer:
 - Associates with a temperature 100.4° F or 38.0° C or above (per the CDC guidelines) must be sent home by their manager and cannot return to work until they have received authorization from a medical professional.
 - If an associate refuse to have his/her temperature checked, he/she must be sent home and will not be able to enter work nor attend guests.
6. **Contactless Payment and Check in.** Guests are encouraged to use contactless payment and Marriott Bonvoy app for mobile check in, mobile keys, mobile chat and requests. Otherwise, all returned guestroom keys are disinfected after each use with proper sanitizing methods.

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7. Guest Rooms Amenities.

- Mini-bar service has been suspended until further notice. Fridge has not been removed from the room and will be properly cleaned, disinfected and sealed between each guest.
- Paperless Guestroom: Guest can find all information about room directory as well as In Room Menu among others through QR code displayed in each room.
- All non-essential amenities from the guest rooms (including magazines, decorative pillows, bed throws, flowers, pens, papers, non-fixed desktop items) have been removed to minimize potential areas of exposure and to enable the associates to focus cleaning on essentials.
- Alcohol wipes will be placed in guest rooms as part of amenities.
- Reduced Entry to room - Additional towels and amenities will be provided to all guests. For any additional requests to the room, where possible the associate will hang it on the door or hand in through a tray.

8. Housekeeping Services.

- Every guest room is thoroughly cleaned and disinfected between each guest. Our housekeeping service is available from 8 AM – 4 PM. Turn down service has been discontinued to facilitate minimal contact and entry to the room. Cleaning service will be done while guests are out of their rooms.
- As part of the protocol, attendant must clean and disinfect all room's hard surfaces including door handles, desk, table, chairs and lamps, dresser drawer handle, light switches and thermostats, fridges, telephone and keypad, remote control, alarm clock, television, Trash bin, Iron handle, hangers, and luggage rack, faucet and toilet handles.
- As per protocol, all beds must be stripped after each guest stay, even if a bed is not used.
- Bathroom towels will be replaced after each customer's stay. Unused towels cannot be reused. Unused bathroom amenities and toiletries are thoroughly cleaned and disinfected with the proper disinfectant as per Marriott Standards & Protocols.
- A cleaning and disinfection certification stamp will be placed on the main door after finishing the full cleaning service.
- An enhanced room cleaning and disinfection protocols has been designed and will be implemented for situations in which there are confirmed or suspected guests with COVID-19. This protocol will be activated for confirmed guests staying or that have stayed in the property within 24 hours of becoming aware.

9. Restaurants Protocols

- As part of the hotel, restaurants has been changed protocols, 50% of capacity has been reduced, guest must need to reserve a table in all restaurants (breakfast included).
- Reservation of more than 6 persons are limited.
- Guest needs to used masks until host assign a table.
- Guests to stand and wait at a safe distance from host and each other guest.
- Table are have a distance of 6 feet between tables and guest seating. As a part of our protocol table pre-set items are eliminated – placemats, runners, pre-set flatware, glassware, salt and pepper, condiments, etc. are removed, rolled flatware is introduced. Salt and pepper, water are brought upon request after guests are seated.
- Menus are present in QR versions to scan.
- As per protocol napkins are removed and replaced (no refolding)
- Food are covered all the time when being transferred to the guest.

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- Bottles will be open in front of the guest, the first round served, and the bottle placed on the table for the guest to serve themselves.
- As part of the protocol restaurants have a sanitizing station, gloves available, trash receptacle behind bar, ample dry paper towels to accompany anti-bacterial gel, where pens, checks, credit card, bank terminals, etc. will be disinfected.
- Bar service is reduce, not standing capacity for drinking.
- If a guest asks for leftover food to be packaged to go a To go container is brought to the table and guest will be encourage to pack it by themselves. If request the associate may assist.

10. In room Dinning Protocols

- Digital menu options will be in guest room.
- Beverages offered remain pre-bottled, factory sealed and delivered unopened.
- IRD service continues using silverware and glassware.
- As a part of our protocol, individual sanitizer wipes are included with all deliveries.
- IRD service is by tray or cart previously disinfected.
- The order is verified outside of room by the attendant, then handed to or rolled in by the guest. The attendant may enter the room if the guest requests.
- Guest can call AYS or left the tray or cart out of the room as pick up option.

11. Meetings Protocols

- JW Marriott Guanacaste Resort & SPA recommend outdoor spaces to help with social distancing.
- Hotel team disinfect with electrostatic sprayer prior to set up all the tableware and equipment.
- Banquets rooms has been reduced to align with social distancing guidelines.
- Extra distance 6 feet, 1 meter will be placed between chairs.
- As part of the protocol, our team provide rolled flatware and replace upon use.
- Satellite multiple bars with appropriate social distancing, our B&F team should assist as much as possible to ensure this.
- All bars set have sanitizing station, gloves available, trash receptacle behind bar, ample dry paper towels to accompany anti-bacterial gel.
- Chefs serve canapes by individually portioned in stations manned B&F team.
- As per protocol, social distancing sign in place for food stations and bars.

12. Management Protocols:

- As part of the hotel protocol, in the case of having confirmed COVID-19 guests or associates, JW Marriott Guanacaste Resort & Spa immediately reports the case to the local Ministry of Health office.
- A copy of this guide will be delivered to the guests through QR code which is displayed in Font Desk and public areas. The associates will have this same guide as reference in each department.