

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
- Vacuum-Sealed Packaging (Pillows, Blankets, Amenities, TV Control, In-Room Tablet)
- Cleaning & Hygiene Procedure Video Overview on TV & Tablet



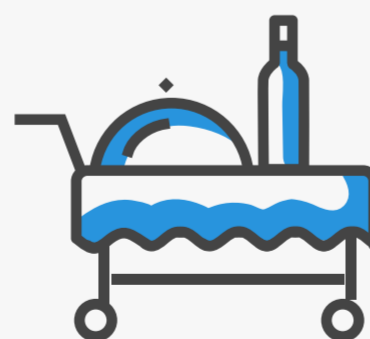
3. TIME TO RELAX Sanitation Throughout the Resort

- 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**