

How we Care

MICE

We take care of everything to take care of you

Iberostar continues working on a series of **hygiene, safety and health actions** for its different destinations and on its commitment to **take care of the customer, the employee, the supplier, the business partner and, in addition, the environment.**

For over 60 years we have operated to the highest standards, and now in COVID-19 times we have **strengthened and enriched our procedures and protocols**. This new form of collective care is present in all activities, spaces and protocols of the hotel, allowing a more personalized experience and reinforcing our leadership in responsible tourism.

We aim to make customers feel **safer than ever** so that they can forget their worries and **feel right at home, just as they always have.**

THE FOUR PILLARS

HOW WE CARE Principles



SAFE ENVIRONMENT

Our hotels, each an authentic oasis of safety, are innovating safety and security standards so all customers are confident in their stay.



STANDARDS OF HYGIENE

Improving constantly and able to demonstrate our action plans in terms of cleaning, hygiene, and disinfection of all areas ensuring the hotel is to the highest standards.



SOCIAL DISTANCING

Making the most of open, outdoor spaces and encouraging their use, is seen as a security measure but also as a real luxury that we can enjoy while at an event.



SMART INNOVATION

We are introducing innovations in the way we provide information to our customers and communicate with them so that we can be as close as ever without the need for physical proximity.



Our Actions

We care about the Environment, our Guests and our People.
This positions Iberostar as a leading brand in safety, security, health and hygiene standards.

F&B Restaurants

Our expertly trained staff is fully prepared and equipped with personal protective gear to assist guests at a la carte restaurants, as well as outdoor dining settings.

Throughout the day, all restaurants and dining areas are disinfected between dining times, all high-contact items on tables such as: salt and pepper shakers, utensils and chairs will be disinfected after each guest has finished and left the table. In addition, suppliers are required to follow health protocols and safety measures set forth by the CDC, WHO and local hygiene agencies.



Rooms Housekeeping & Maintenance

Crystal International Certifications ensure all Iberostar hotels comply with the highest standards set forth for the cleanliness of linens, furniture, service protocols, as well as wildlife control.

Guest Services

Our hotels will be taking care of every detail, from hygiene to security and creating memorable experiences. We want our clients to focus on enjoying their event.

Entertainment

All our entertainment programs have been adjusted to adhere to social distancing regulations. Group activities are now enjoyed in a smaller, more intimate setting.



Common Areas

Our hotels are distinctive for their expansive grounds, extensive gardens full of unique wildlife, as well as extraordinary beach-front and landscape scenarios.

We have reinforced all of the cleaning procedures in our **spa**, and **golf** facilities, as well as in all of our **beach & pool** services.

Events



The security of organizing your private event, whether in convention halls or in extraordinary outdoor spaces, is of utmost importance to us. Our highly trained team takes care of all the details, either in cleaning, F&B preparation or customer service. Meeting rooms will be kept at 80% of their capacity to ensure social distancing.

01. Increased frequency of deep cleaning in the Meeting Rooms, including walls, carpets and air conditioning.
02. Regular fumigation and addition of hand sanitizers in all meeting rooms.
03. Regular monitoring of trash cans, restrooms and fire extinguishers.
04. Suppliers working under the highest hygiene, safety and sustainable protocols and certifications.
05. Multiple outdoor locations. Safety and hygiene protocols and procedures also applied to all outdoor events.
06. Distancing between all tables and chairs.
07. F&B Preparation: All employees receive health checks every morning; preparation areas are deep cleaned multiple times per day; staff is using food safety equipment.
08. F&B Service: Coffee break snacks will be displayed to preserve social distancing protocols; assisted food service; allergy signs displayed for food items.

Certifications



Cristal International Standards Certifications and Local Audit Programs ensure all Iberostar hotels comply with the highest standards set forth for hygiene and health, housekeeping, pools, drinking and pool water quality, as well as dining.



At **Iberostar** we have created a Medical Advisory Board made up of experts in Public Health and Health Safety linked to tourism.

BIOLINEA | VIROLOGIST | CMO HEALTH BOARD



World Health Organization

Our protocols and standards are based on recommendations made by the **WHO**.