



## Florblanca Resort COVID-19 Protocols & Measures

We are so looking forward to welcoming you back soon. As part of our commitment to the safety and wellbeing of our guests and associates and in accordance with the guidance of the WHO and local government authorities, Florblanca Resort has launched a meticulous COVID-19 prevention protocol.

Prevention protocol throughout the property includes:

### Arrival:

- Temperatures of staff will be checked upon arrival at the resort.
- Staff and associates will be equipped with masks and gloves. Additionally, housekeeping staff will be equipped with goggles for cleaning.
- Information banners are posted around the property outlining hygiene protocol and social distancing guidelines, as well as the cleaning schedules of common areas.
- All transfers to and from the resort, as well as to offsite tours and activities, will be private. Vehicle interiors will be disinfected between rides.
- Luggage will be disinfected upon arrival.
- Credit card payment will be recommended, promoting a safe, contact-free process.

### Guest Rooms:

- Florblanca will closely monitor the proper functioning of ventilation, air exchange, and dehumidification equipment in guest rooms and throughout the property. Defective units will be replaced immediately.
- All in-room tour info, wellness and F&B menus will be digital.

### F&B

- Meals will be served in our open air restaurant Nectar, just steps from the white sand beach. Tables and chairs will be sanitized after each seating.
- In-room dining will be provided with a contact-free knock-and-go policy.

### Wellness & Activities:

- Gym, Pilates and yoga classes on property will be operated at a 50% occupancy to ensure social distancing.
- All off property tours and activities will be offered in “private” format to allow safe distancing between guests and staff.

*Florblanca Resort will continue to monitor news worldwide to ensure the safety of our guests.*

*Please do not hesitate to reach out with any questions or concerns at [info@florblanca.com](mailto:info@florblanca.com).*

*We look forward to seeing you soon!*