

CURRENT SAFETY OPERATIONS

**GOOD
TO
KNOW**

**HOTEL
ESENCIA**

XPU-HA MEXICO

HOLA!

Thank you for taking a moment to review this simple guide.

It is very important for us to make you aware of the new procedures and protocols we have implemented to protect our staff and our beloved guests.

Although we are blessed with a secluded location on 50 acres, with vast open-air spaces and only 42 mostly isolated rooms, we have taken the necessary extra care to ensure you have a memorable holiday whilst being safe.

Simply scroll down to find out how we are doing it.

We are looking forward to welcoming you soon!

GOOD TO KNOW

PRE-ARRIVAL

- + Flights between the U.S. and Cancún, México have already resumed however it is important to remain alert to current travel restrictions from your country of origin.
- + Please contact our reservations team for details on our special promotions and current cancellation policies, or any other information or question you may have regarding staying at Hotel Esencia.
- + Boost your immune system! Not only is this good for everyday life, but it can really reduce health risks when traveling.
- + Ascertain the state of your health before any trip, health screenings might take place during your journey.
- + Click [here](#) to view the updated WHO recommendations for international traffic in relation to COVID-19 outbreak.

GOOD TO KNOW

WELCOME TO MÉXICO

- + Social distancing is in practice in all Mexican airports, and face masks are strongly recommended in public spaces nationwide.
- + At Cancún Airport: Thermal imaging cameras are in use to detect travelers with higher than normal body temperatures.

You will be required to fill in a 'Risk Factors Identification' questionnaire upon arrival. Click [here](#) to preview it.

- + Private transportation vehicles arranged by Hotel Esencia are sanitized thoroughly between guests. Drivers wear face masks at all times, and provide passengers with antibacterial gel, wipes, and fresh face masks. Luggage and guests' shoes are sanitized before boarding the vehicle.
- + Guests arriving by their own means of ground transportation will undergo a sanitization process upon arrival at Hotel Esencia.

GOOD TO KNOW
CHECKING IN

- + Welcome! For your own safety, every arriving guest's temperature is checked and all guests will be asked to use hand sanitizer.
- + Guests are not required to wear masks within the hotel however please be considerate of others and wear a mask if you are feeling unwell.
- + Luggage is sanitized upon arrival to the property.
- + Check-in and registration procedures can be done pre-arrival by submitting the necessary information by email.
- + Guests are suggested to change out of their traveling clothes upon arrival to the room. Your personal concierge or one of our valets will pick them up for complimentary first day laundering/sanitation.

GOOD TO KNOW
DURING YOUR STAY

- + Hotel Esencia's layout already ensures maximum privacy, nevertheless, extra physical distancing measures have been taken in all public areas.
- + For guests who prefer to avoid direct personal contact, our Concierge team is reachable 24hr. through instant messaging to handle any request.
- + All members of staff are screened daily before entering the property and submit to a thermal inspection and sanitization process, as well as being required to wear either a face mask or face shield at all times, and follow special hygiene protocols.
- + Hotel Esencia has a private doctor on call 24hrs. a day and is located less than 20 min. away from two excellent private hospitals.

GOOD TO KNOW

AROUND THE PROPERTY

- + Antibacterial 70% alcohol based gel is widely available throughout the property, including guest rooms.
- + High traffic and touch points are sanitized on an hourly basis.
- + Poolside and beach sunbeds are placed according to international safety distance guidelines.
- + Guests at the beach may request side curtains within our individual beach *palapas* if desired.
- + All hotel pools including in-room plunge pools are being maintained in accordance with current government health policy.
- + We are temporarily suspending the placement of magazines or newspapers in rooms for maximum safety.

GOOD TO KNOW
YOUR ROOM

- + A 24 hr. minimum room occupancy gap is in place to allow for deep cleaning and ozone sanitization between stays.
- + Guests may of course decline a room orientation on arrival and/or turn-down service in order to limit in-room personal contact.
- + Rooms are cleaned and disinfected twice daily according to international protocols and using highly effective antibacterial products. This includes furniture, fixtures, and room accessories. Guests are free to request changes on housekeeping hours and frequency.
- + Guests are provided with a complimentary kit of in-room sanitization essentials, such as antibacterial gel, wipes, and disposable face masks.
- + All in-room information is paperless, viewable by scanning QR codes with guests' own mobile devices. Disposable hard copies are of course available.

GOOD TO KNOW

RESTAURANTS

- + Our restaurants and bars are all outdoors, well ventilated and spacious, nevertheless, tables have been arranged to ensure safe distance between guests.
- + Menus are paperless and available to be viewed on guests' own mobile devices through scanning QR codes. Disposable paper menus are available upon request.
- + Antibacterial gel and wipes are available on every table.
- + Restaurant staff use face shields and disposable gloves at all times.
- + Restaurant and beach furniture is cleaned and disinfected between guests.
- + Tableware undergoes careful cleaning and a double sanitization process. Our tables will no longer be pre-set prior to guest seating.
- + Room service may be delivered on the outdoor terrace without personal contact with the waiter if requested.

GOOD TO KNOW

WELLNESS & FITNESS

- + Esencia Spa is open daily. Massage cabins are thoroughly sanitized after each use. Linen and therapists' protective equipment is also changed between treatments. In-room and open-air treatments are also available upon request.
- + Spa menu is available digitally by scanning a QR code on guest's own device.
- + The Gym is open normally for a maximum of four guests at a time, and it is under constant supervision and sanitization, especially between users - antibacterial gel and wipes are also always available.
- + Private training sessions are available upon request and can take place in any open air location in the property.
- + Yoga classes are still complimentary but require previous day sign-up, and will accommodate 4 guests per class. All equipment provided is carefully cleaned and sanitized.

DOCUMENT UPDATED JULY 27, 2020

SEE
YOU
SOON!

HOTEL
ESENCIA

XPU-HA MEXICO