

NOBU HOTEL
LOS CABOS

ENHANCED CLEANLINESS AND
SANITATION PLAN

At Nobu Hotels the health and safety of our guests and team members is paramount. For over 25 years we have proudly served our guests the highest quality product in an exceptionally sanitary environment as you would only expect with raw fish headlining our menu.

We now find ourselves in a new world due to COVID-19. As we move forward and begin to welcome our guests and team members back to our hotels and restaurants, the journey will be further tailored with precautionary hygiene protocols directed by the local health organizations and government authorities within each of our destinations. You are our family, and we remain resolute in striving to continually provide to you our Nobu guest experience through our heartfelt kokoro service.

At **Nobu Hotel Los Cabos** we have implemented the following precautionary measures, in accordance with the Center for Disease Control (CDC) and local and national health authorities:

1. EMPLOYEE & GUEST HEALTH: The health, wellbeing and safety of our guests and employees are number one priority.

Hand Sanitizer and Wipes: Antibacterial hand-sanitizing stations will be placed throughout the entrances of hotels, reception areas, elevators, fitness centers, meeting spaces and any other public areas where contact among guests or employees is possible.

Additional Signage: Signage has been placed throughout back-of-house and guest areas reminding guests and employees of important health and hygiene protocols such as the correct handwashing technique, and practicing social distancing.

Medical Assistance: Continued staffing of an onsite doctor 24/7 at the property. Employees have been instructed to follow the correct protocol of identifying and/or responding to any presumed cases of the virus, or any other illnesses. Staff is ready to assist all guests with receiving the appropriate medical assistance as needed.

Minimal Contact: Guests and employees are advised through different channels in the hotels to minimize physical contact as much as possible, such as handshakes. Instead, they are encouraged to use the contactless greeting that we have implemented and will be promoting.

2. EMPLOYEE PROTOCOLS: The following protocols apply to all hotel staff in every department.

Handwashing: We have reinforced with every employee to follow the correct handwashing techniques either every 60 minutes, or at the following times: using the restroom, sneezing, touching the face, contact with another individual, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift. If a sink is unavailable, employees are instructed to use an alcohol-based sanitizer. This is enforced through close monitoring and documentation by supervisors.

Training: All employees have received comprehensive training on COVID-19 safety protocols; this includes training on identifying any flu or virus-like symptoms among guests, and follow a firm protocol to report for a medical official if needed. Additionally, employees will continue to receive training on global standards of sanitation set forth by third parties, such as Ecolab and Cristal Standards.

Employee Health Checks: All employees will be closely monitored for any flu or virus-associated symptoms upon entering and exiting the hotel facilities on a daily basis, including a temperature reading. If employees are feeling sick or experiencing any symptoms, they are instructed to stay home.

Personal Protective Equipment (PPE): All employees will be required to wear the appropriate PPE based on their role and responsibilities and in adherence to government regulations and medical guidance. This includes authorized face masks and gloves.

3. CLEANING PROTOCOLS AND SANITATION: We use cleaning products such as Ecolab and standards that meet EPA (Environmental Protection Agency) guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens, such as Ecolab.

Common Areas: We have increased the frequency of deep-cleaning and disinfecting all common and public spaces (in addition to back of house areas) with an emphasis on high-contact surfaces such as front desk check-in counters, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, handrails, tables, gym equipment, kids club, dining surfaces seating areas, pool chairs and more.

Guest Rooms:

- Extremely strict sanitizing protocols and world-recognized standards are used to clean guest rooms, with an emphasis on high-contact surfaces such as television, remote controls, phone, faucets, door, closet and drawer handles, curtains, light switches, air conditioning thermostats, balcony items, and more.
- New protocols include minimization of team member interaction with guests inside the room, including servicing while the guest is not in the room.

Air Conditioning and Filters: The frequency of air filter replacement and HVAC system cleaning has been increased.

Laundry: All bed linen and towels will be changed upon guest request and continue to be washed in accordance with international standards of sanitation. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

4. PHYSICAL DISTANCING: Guests and employees are instructed to practice physical distancing by standing six feet away from other groups who are not traveling with them; this includes while standing in lines, waiting for elevators (including limited capacity), or walking throughout the hotel.

Furniture Placement: The placement of furniture in common areas such as swimming pools, lobbies, and other public and back-of-house spaces have been rearranged to allow for increased spacing between guests and employees.

Lines: All areas where guests or employees lineup will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, coffee shops and dining outlets.

F&B Outlets: Restaurant, cafe, bar and lounge capacities and seating guidelines will be adjusted according to the latest state of Baja California Sur regulations.

Concierge and Butlers: Concierge and butler desks will remain open, but the appropriate physical distancing will be observed at all times. This service will be also available over the phone.

Meetings, Conventions, Events: Standard measurements in meeting and event layouts have been redesigned to ensure necessary physical distance between attendees. Assisted buffet is available at private events.

5. GUEST EXPERIENCE: We have looked at every step of the guest journey and defined specific protocols for each aspect that will ensure the safety and wellbeing of our guests and employees, while maintaining the level of service that our customers have come to expect.

Transfers: Guests who book through our in-house transfer company, OnTour, will receive hand-sanitizing gel, and a face mask upon request. OnTour personnel are also disinfecting the vehicles rigorously between each passenger ride.

Check-in & Check-out:

- **Temperature Reading:** Guest temperatures will be checked upon arrival via an infrared thermometer. Anyone displaying a temperature over 38° C / 100.4° F will be moved into a private area, and a second reading will be taken by the onsite doctor. Guests with elevated temperatures will not be permitted into the hotel.
- **Keys:** All room keys will be disinfected prior to providing these to guests.
- **Registration Forms & Bills:** Upon requesting guests to sign registration forms or bills, they will be handed a disinfected pen which will be immediately disinfected by staff. Disinfectant wipes will be available at the check-in desk.
- **Passports/IDs & Credit Cards:** As it is required to keep a copy of official ID/passport and a credit card on file, the scanner will be disinfected between each use.

Amenities:

- **Spa & Beauty Salon:** Appointments will be limited and scheduled with enough time in between to disinfect areas accordingly. Staff will wear appropriate PPE at all times, and cabins will be fully equipped with soap, hand-sanitizing gel, and cleaning supplies.
- **Fitness Center:** Fitness center will be open at a limited capacity. Equipment and machines will be disinfected according to high standards of sanitation between each use. Signage along with disinfectant wipes will be placed to remind guests to sanitize their station after and before each use. Some machines will be removed from the fitness center in order to create appropriate physical distance between each guest.
- **Pool & Beach Service:** Pool and beach chairs will be spaced out to ensure appropriate physical distancing. Additionally, pool chlorine levels will be safely elevated within a permitted range, but pool activities will be temporarily suspended.

- **Trolley and Golf Cart Transportation:** These will be disinfected thoroughly between each route.
- **Kids Club:** Kids Club activities will be operating regularly. Children with symptoms will not be admitted into the kids club. The facility will undergo frequent and rigorous disinfection, while kids and employees will practice correct hygiene and hand sanitizing techniques.
- **Offsite Tours and Excursions:** Pending protocols from tour providers who operate offsite tours and excursions. These may vary depending on the provider, however, the hotels are making sure all of them follow the necessary hygiene and safety protocols established by the different authorities.

6. F&B SERVICE: We will continue to reinforce our internationally recognized methods of identifying and managing food safety related risk, including Hazard Analysis Critical Control Points (HACCP), and adhering to its strict global brand standards in addition to third-party standards such as Cristal Standards.

Menus: Restaurant menus will be available through a QR code and on one-time-use disposable handouts to minimize exposure and contact.

Room Service: Room service will be operating regularly. Additional room service menu options will be added to enhance the in-room dining experience.

Swim-up Bars: Swim-up bars will be operating regularly. Drink and food service will be available poolside and beachside through our servers.

We have also ensured that our reservation and cancellation policies remain flexible and risk-free during this situation. Should you require further assistance please contact reservations at +1 (305) 674-5575. For more information about COVID-19, please visit the websites for Centers for Disease Control and World Health Organization.

We greatly appreciate your desire to travel and look forward to welcoming you soon to our hotel. Safe travels!