For Club Solaris our priority is to make our Members aware of some of the disinfection protocols to ensure that our properties are safe for the health of all of you who return to “Your Home Away from Home”.

Hotel Service Areas
1) Special staff is trained in health and sanitation policies and activities. Regular wellness training is provided to all staff to ensure they take the right steps for their own health and the health of Members.
2) Increase in the cleaning and disinfection activities of offices and Hotel Service areas.
3) Washing protocols have been established to control the temperature and the washing cycle.
4) Clean and sanitize ventilation and air conditioning system installations, especially checking filter cleaning.

Pools & Kids Club
1) The Kids Club, bathrooms and other pool areas are constantly disinfected during the day and ozone is applied at night.
2) The concentration of disinfectant in the pool water will be maintained preferably in the upper limits of the range according to international norms and standards.
3) The temperature of the children will be taken, children with a temperature higher than 37.5°C (99.5°F) will not be able to enter.
4) Access is restricted to children who present cough, fever or breathing problems.
5) The number of children per activity will be limited.
6) The toys will be limited, to be able to apply a correct disinfection of those after each use.

Entertainment & Shows
1) Our entertainment will be based on safe vacations for our Members and guests, highlighting and respecting the distance measures avoiding face-to-face and guest-staff contact.

Food and Beverages (production)
1) Our procedures in the production of food and beverages are regulated and endorsed by CRESTAL (Check Safety First) for proper handling and processing.
2) The cleaning measures detailed in the procedure’s manuals will be reinforced, following the indications of CRESTAL (Check Safety First) communications.

Staff
1) Face mask is mandatory for all staff.
2) Maintain distance of 1.5 meters (4.9 feet) between persons.
3) Wash hands at least every 30 minutes.

Welcome home:
1) Thermal Camera at the guest entrance doors (motor lobby).
2) Luggage will be sanitized upon arrival.
3) A sanitizing mat and antibacterial gel.
4) Invitation to practice physical distancing by standing at least 1.5 meters (4.9 feet) away from persons.
5) Please note that only 4 guests are allowed per elevator.

Rooms
1) Cleaning with a broad-spectrum disinfectant in general.
2) Ozone treatment is applied to all departure rooms.
3) All empty rooms are rehydrated daily.
4) Linens and towels are changed daily, which are treated in our laundry with ozone.

Facilities
1) Restaurants, Bars, Bathrooms, Theater, Gym, Spa and Hollywood are constantly disinfected during the day and ozone is applied at night.
2) Cleaning with a broad-spectrum disinfectant in general.
3) In the Theater, separate chairs will be kept at 1.5 meters (4.9 feet).

Restaurants & Bars
1) The service in our Buffet restaurants will be assisted.
2) All areas of greatest contact with guests will be disinfected more frequently.
3) In restaurants there are signs on the floor, which is the minimum distance to maintain between people.
4) All our crockery, glasses and place equipment go through a process of chemical washing and disinfection.

Supplies (receipt of merchandise)
1) Access to external providers will be with face masks and disinfection of footwear and hands.
2) All received merchandise goes through all the procedures of CRESTAL (Check Safety First).