

Measures to prevent coronavirus infection SARS-CoV-2 for residences for rentturística.

1. INTRODUCTION

Tourism is set up as one of the main industries in our country, however, the current COVID-19 context requires us to establish protocols so that the reopening of facilities does not increase the risk of community contagion, as well as to establish the necessary protection measures for working people in this sector, as well as our customers.

For this reason, the municipal health authorities of Santa María Huatulco have considered it necessary to coordinate a health protocol against COVID-19 in order to prepare for the reopening of each of the activities that make up the tourism sector as the confinement measures are softened.

For the development of the protocol establishing health security requirements in the tourist rental of residences or condominiums, the current international standards that already apply in tourist destinations that have returned to activities around the world have been observed, in order to implement best practices in the rental service in tourist residences, in their facilities and with their staff to deal with the virus.

First and foremost, protection measures and health procedures established by the Mexican federal health authority are considered, based on WHO (World Health Organization) guidelines for controlling the spread of SARS CoV 2 virus.

2. TERMS AND DEFINITIONS

2.1 COVID-19

COVID-19 is a disease caused by SARS-CoV-2 coronavirus, a virus first detected in December 2019. The most common symptoms caused by the disease are fever, cough and feeling short of air. Other symptoms may include: tiredness, pain, nose drip, sore throat, headache, diarrhea, vomiting. Some people lose their sense of smell or taste.

2.2 Risk

Possibility of a person being associated with SARS-CoV-2 coronavirus.

2.3 Risk management

Coordinated activities to direct and control accommodation in relation to risk.

3. General measures for accommodation in residences oftutritic rental.

3.1 Distance and/or avoid contact at check-in or check-out:

To ensure healthy distance, holiday property owners and/or managers must (if possible) implement safety deposit boxes for keys or locks with code, if not possible, the keys will be delivered inside a previously sanitized bag, so that the guest can feel the security of avoiding contact with another person at the time of entering the property. Otherwise, the guest's reception staff must be protected at all times with a mask and mouth covering, requiring the customer to use the mouth cover.

If you are travelling as a group, the reception of keys and indications about the property, must be made ONLY BY a single member, the rest of the group must wait outside the property, until the delivery staff leaves and access to the rest.

Each huésped must clean its shoes on the mat with disinfectant solution at the entrance of the condominium, follow and respect the healthy distance in the building, if this is the case of a housing complex, avoiding crowds in corridors, accesses, pool and avoid to the maximum the use of elevators (if applicable)... If the complex has internal protocols, such as shifts in swimming pools, gymnasiums, gel application and temperature intake, etc. the huésped must comply with this regulation to take care of its health and those of the other occupants of the complex.

A condominium regulations and general rules of the municipality will be delivered and must be signed at the time of arrival, accepting the follow-up of the same. The instructions for the use and enjoyment of the property will be in a visible area of the property on a plasticized sheet to facilitate disinfection, as a complement a QR code may be placed that will show the information digitally and / or must be sent to the huésped in advance to avoid contact during your stay.

For check-outs or departures, guests must agree on the schedule with management, finalising any commitment regarding their stay, the deposit(s) left as a guarantee, transfer to the huésped 24 or 48 hours after leaving the property, until the staff makes their review and gives the green light for the reimbursement of the depósitos.

3.2 Protection equipment:

For reception staff of huéspedes de la casa/apartment:

The use of disposable gloves, masks and mouth covers is indispensable.

For huisspedes:

The use of mouth covers at the time of receiving and/or delivering the property must be mandatory for the guestsped.

For cleaning staff:

Cleaning personnel must always wear disposable gloves, mouth covers, plastic aprons and washables at all times (during and outside the huésped).

3.3 Cleaning:

3.3.a. In order to provide security to guests:

The huésped must be sure that when accessing the property each and every space has been cleaned and sanitized. If possible it is recommended to mist the property 20 or 30 min before your arrival, and at the time of departure when the property is already clean. (see Annex 1 and photos in Annex 2)

If the guest requires cleaning during their stay, they must leave 30 minutes before the cleaning staff accesses the property, leaving the property ventilated and all targets that need to be changed in closed plastic bags, so that the staff does not have direct contact with them.

This same procedure will be used for the process of exiting and delivering the property.

You must not handle packed and previously sanitized targets, leaving them for cleaning personnel to handle with appropriate care for your own safety.

3.3.b. In order to provide security to our staff:

If the cleaning staff must access the property, they must do so after 30 minutes after the guest has left the property.

Staff must always wear gloves, mouth covers and masks.

If laundry and white change are made, these will be done alone and exclusively if the guest follows the procedure set out in section 3.3.a., otherwise it will be limited to cleaning and sanitizing the property avoiding the whites in rooms and bathrooms.

All condominium clothing will be washed using products endorsed by official bodies, with high temperature water to ensure cleaning and disinfection. Suitable drying temperatures will be used to kill any remaining bacteria or viruses. The sheets and towels of the condominium will be separated to avoid cross-contamination between dirty and clean clothes. Laundry staff should wash their hands regularly and wear gloves and masks to protect the integrity of freshly washed sheets and towels. All bedding items are securely wrapped for protection and delivered to the property, being wrapped. Bed linen and towels will be wrapped, beds made and towels placed in the bathrooms after cleaning.

Items and utensils in kitchens should preferably be washed with fret soap and hot water,

and/or using the dishwasher in case the property has it.

The property must have the following suggested items:

Rags

Broom (2)

Mop (2)

Jargon

Buckets

Chlorine

Windex

Fabulous

Vinegar

Newspapers

Jalador floor

Glass puller

SEVERAL fibers

Vinegar

Liquid antibacterial hand soap

Clorox wipes

Gel dispenser

Trash cans with lid

Clothes boats with lid (One per room)

2 sets of sheets.

2 sets of mattress cover

2 quilts or duvet

2 set of towel for each guest.

Sanitary safety kit with water cover, disinfectant towels and antibacterial gel

The cleaning staff will make use of the following check list or cleaning checklist. The rental agent must carry out a thorough monitoring of compliance with this check list.

Suggested list:

Verification listn de artículos para limpiar y desinfectar

General:

Knobs

Surfaces

Light switches

Remote controls

Tables

Lamp and fan chains

Window handles

Aires conditionsdos and/or thermostats s

Keys

Hair dryers

Railings

Ironing board and plates

Dumpsters and recycling bins

Kitchen:

Fregadores

Cabinet handles and hardware

éAppliances: oven, toaster, pressure cooker, coffee maker, etc.

Seasonings: oil, salt shakers and peppers, spices and containerscommonly used, etc.

Kitchen items that are not dishwasher-safe: ceramic bowls,mica, artículos de pláplastic articles
forchildren,etc.

Hard back chairs

Bathor:

Washbasins

Toilets

Water keys

Showers and tubs

Curtains and doors of showers

Mushroomdispensers,conditioner, bath geland handsoap

Recamara

Hooks for clothes and luggage racks

Night tables

Mattress

Pillows

Cleaning devices.

Dishwasher

Vacuum cleaners

Washer and dryer

Children's articles:

Toys

Cribs and pens portátiles

High chairs

Other services:

Bicycles

Umbrella

Games

Books

Finally, when leaving the property, the cleaning staff must remove, cover slides, chucks, gloves,éput them in a garbage bag, disinfect their maskand pack it for ready for next use, and in the end must wash their hands withantibacterial soap.

3.4. Property Maintenance:

Owners and/or Holiday Property Managers shall ensure the proper functioning of each and every equipment on the property, in order to prevent access to technicians and/or maintenance personnel during the guest holiday period.

If necessary, maintenance or technical personnel shall access by avoiding, if possible, contact with the guest and/or cleaning personnel and using the protective materials set out in paragraph 3.2.

3.5. Sanitization and cleaning of accesses and common areas of the property:

If the property is a vertical or horizontal condominium that has shared areas, constant care should be maintained in the cleaning and disinfection of furniture in terraces, swimming pools, corridors, railings, handrails, cancellations, etc. **A constant misting of these areas with the product suggested in Annex 1 is highly recommended.

3.5.a. Shared access: All cancellations, doors and/or accesses shared to enter the property with persons strangers to guests must provide an alcohol-based antibacterial gel dispatcher at 70%; staff in public areas should be cleaning the door, knob and all possible areas that community dwellers could manipulate.

3.5.b. Elevators: If the complex has this amenity, it is preferable to suggest that the guest NOT use it or, if not, make use of it as long as necessary, avoiding sharing it with people outside its group and if necessary with a maximum of 2-3 people. Cleaning staff must be cleaning with gel alcohol or chlorine-based products, buttons and all areas that users can handle. An antibacterial gel dispatcher is suggested inside the elevator, so that in this way the user disinfects his hands, before and after handling the buttons and areas of riesgo.

3.5.c. Railings and handrails on shared access stairs, corridors and balconies: Public area staff must be cleaning and disinfecting each of the most contact areas in railings and handrails with chlorine-based cleaning products or multipurpose and disinfectant products, or alcohol-based products.

3.5.d. Pools: All furniture in the pool areas must be distributed in such a way that the minimum distance of 1.5m is respected. Public area staff should be vigilant, so that lounge chairs, chairs and cushions are disinfected and cleaned after users leave the area.

This area should have an anti-bacterial gel dispatcher, paper towels in strategic locations for users to use at all times. In the same way, there should be posters inviting the use of them, as well as to conserve the healthy distance and avoid the agglomeration of the area. The administration of the places will reserve the right to ask users to leave the area by nough for crowds and/or disrespect for these care rules that would jeopardize the health of

the same users and inhabitants of the complex.

3.5.e. Flow corridors and constant traffic: It is recommended that public area staff do a constant cleaning of floors in flow aisles, always using protective equipment (especially if swept with broom) and mopping with alcohol, chlorine or multipurpose products with disinfectants.

3.6. Extra services

In the event that the customer requests extra services, they will be served by the rental agents and / or authorized suppliers, who will follow the protocol of cleaning objects mentioned below.

3.6.a. Pantry purchase: The rental agent will make the purchase of pantry, preventing customers from attending consumption centers or supermarkets, and will clean all objects with 70% alcohol cleaning solution.

3.6.b. Transportation service: The transport unit must be cleaned and sanitized before each trip, with special attention in the areas of greatest contact. The transport driver must carry the health safety equipment at all times.

The transport driver will clean the luggage once you drop it out of the unit upon arrival at the condominium.

This document was prepared with the coordination of employers' efforts to revive the local economy safely and accountable. We consider it necessary that the activity of tourist residence rentals be considered LYCITA and that it is provided with the necessary support for the realization of its activities, since these generate a good part of the jobs in Huatulco and the companies that make up this tourism sector are legally established and comply with their tax obligations in a timely manner

PARTICIPATED IN ITS REALIZATION:

**ASSOCIATION OF REAL ESTATE AND TOURISM PROMOTERS OF
HUATULCO, APRODIT A.C.**

IDEAL PROPERTIES

BAYSIDE REAL ESTATE

DATA HABITAT

PALM PROPERTY MANAGEMENT

RESORT REAL ESTATE SERVICES

Annex 1:



Biocid Q400

Biocid Q500

SANITIZANTES A BASE DE CUATERNARIOS DE AMONIO DE 4ª Y 5ª GENERACIÓN

DESCRIPCIÓN USOS RECOMENDADOS **BENEFICIOS** **CARACTERÍSTICAS** **BIOCID** son sanitizantes a base de cuaternarios de amonio, recomendados para lugares que presentan un amplio espectro de actividad germicida y bacteriostática, alta tolerancia a altas cargas de materia orgánica y de dureza. **BIOCID Q400** es un sanitizante a base de cuaternarios de amonio de 4ª generación. **BIOCID Q500** es un sanitizante a base de cuaternarios de amonio de 5ª generación.

CARACTERÍSTICAS

- **BIOCID Q400** y **BIOCID Q500** cumplen con los requerimientos de la FDA y EPA.
- Amplio espectro sanitizantes.
- Excelente desempeño en condiciones desfavorables.

BENEFICIOS

- Pueden utilizarse como sanitizantes que no requieren enjuague en el contacto directo con alimentos.
- Presentan un potente efecto germicida, eliminan bacterias gram positivas, hongos y virus.
- A diferencia de los cuaternarios de amonio convencionales, **BIOCID Q400** y **BIOCID Q500** presentan una excelente tolerancia a aguas duras y a la presencia de materia orgánica, por lo que no se inactivan ni disminuyen su desempeño.

USOS RECOMENDADOS

BIOCID Q400 y **BIOCID Q500** son productos recomendados para la sanitización de equipos de proceso en la industria alimenticia como pisos, paredes, techos, molinos, mesas, mezcladoras, máquinas llenadoras, tanques de almacenamiento, transporte de alimentos, cámaras de refrigeración, etc. Efectivos para la sanitización de equipo en granjas avícolas y ganaderas, así como en el ingreso de instalaciones de alimentos como tapetes sanitarios y arcos de aspersión.

ESPECIFICACIONES	BIOCID Q400	BIOCID Q500
Peso específico a 20°C	0.950-1.010	0.950-1.010
Ph conc	6-8	6-8
Solubilidad en agua	Completa	Completa
Color	Incolora	Incolora
Olor	Característico	Característico
Estabilidad al almacenamiento	1 año	1 año

INSTRUCCIONES DE USO

Los componentes de estos productos satisfacen los requerimientos de I para iniciar el proceso de limpieza, todos los productos alimenticios y material retirarse del área o protegerse cuidadosamente. Antes de aplicar BIOCID realice la limpieza del equipo y sanitice diluyendo el producto en agua potable. Aplicación:

APLICACIÓN

Sanitización de equipo y superficies en contacto directo con alimentos
Sanitización de utensilios, superficies y equipo de trabajo en restaurante
Sanitización de superficies que no están en contacto con alimentos
Superficies porosas
Tapetes sanitarios y cámaras de refrigeración
Desinfección de huevo
Antiséptico para la desinfección de piel y ubres de vacas
Manos de operadores

Para altas cargas microbianas aumente el tiempo de contacto o la dosificación.

Para equipos y superficies en contacto con alimentos, deje permanecer la solución más. Para esta aplicación la dilución de uso indicada no necesita enjuague siempre que el diseño del equipo asegure un adecuado escurrimiento de la solución.

En caso de utilizar concentraciones mayores, el enjuague con agua potable es necesario.

Para equipos o superficies que no se encuentren en contacto con alimentos, enjuague.

PRECAUCIONES Y PRIMEROS AUXILIOS

Este producto no es tóxico ni irritante a las diluciones de uso recomendadas. En caso de contacto con ojos y piel, lave con agua abundante durante 15 minutos. Si presenta irritación, consulte al oftalmólogo. En caso de ingestión, suministre agua en abundancia y procure que éste sea claro, consiga atención médica. MANTÉNGASE FUERA DEL ALCANCE DE LOS NIÑOS.

INFORMACIÓN ECOLÓGICA : BIOCID Q400 y BIOCID Q500 son productos Ecológicos.

Annex 2: Photographs Nebulization:





