

RAINTREE *Cares*

Raintree Cares Program

At our Club Regina resorts, the safety and health of our employees and guests is our priority so that we can forever create vacation memories that last a lifetime. The following is our commitment to you and is based on extensive consultation of the guidelines established by the CDC, WHO, and local authorities as well as the Tourism and Hotel Associations. Every employee has participated in special COVID-19 training so they can comply with the **Raintree Cares** protocols in their daily activities. We may modify our protocols as guidelines and ordinances evolve. We are grateful for the Raintree community, and will continue to do all we can to look out for one another.

Health Screenings

- Digital thermometer temperature checks for all employees and guests upon arrival and for each re-entry after leaving resort premises
- Those with temperatures above 37.7°C (99.86°F) will be checked by a doctor and may not be allowed access
- Protocol has been established to handle the situation should a potential case of COVID-19 be detected
- If a Member or guest exhibits symptoms of COVID-19 and must seek medical attention or need to be quarantined, it must be done so at the member or guest's expense
- In response to the new CDC negative COVID test requirement for all passengers on international flights inbound to the US, our 3 Club Regina resorts are now providing on-site Covid testing, please see details of this program [here](#)

Enhanced Disinfecting & Hygiene

- Use of shoe sanitizing mats at the entry and other key areas of the resort
- Baggage sanitation protocols upon arrival
- Hand sanitizing stations throughout resort (front and back of house)
- No-touch soap dispensers and paper towel dispensers or hand dryers in common area bathrooms
- Hospital-grade disinfectant sprayers used in guest rooms and throughout resort
- Frequent air duct cleaning
- Rigorous hygiene and safety procedures implemented by our employees, and strict sanitation protocols applied in all resort areas

Transmission Barriers

- Placement of plexiglass in service areas
- Face shields and gloves worn by all mandated employees
- Masks worn by all employees
- Masks are now also required for all guests when in the common areas of our Los Cabos and Puerto Vallarta resorts. While not required in Cancun, we do encourage guests to wear masks in the common areas.

Social Distancing

- All resort areas will comply with their local authorities' mandated occupancy limits. Common areas will have limits and will be managed by reducing furniture layouts and clear signage through the resorts for visual cue.
- Loungers in pool areas will be set in groups of 2, with 1.80 meters/6 feet between each set. Guests can check in with the pool concierge to request different configurations for larger families.
- Limited capacity in elevators: maximum of 2 persons, or up to 4 of same travel party



Food & Beverage

- Reduced capacity in consumption centers. All tables have been spaced at least 1.80 meters/6 feet apart.
- Sanitary menu methods- digital, disposable paper, or blackboard
- Room service in disposable containers with no-contact delivery

Guest Rooms

- Deep cleanings including the use of hospital-grade disinfectant sprayers between stays
- Security seals to validate that no one entered the room after it was cleaned and disinfected
- Non-essentials have been removed from rooms (extra pillows, paper items, coasters, etc), however, guests may request delivery of any such items.
- Housekeeping will suspend daily service in favor of a mid-week clean. Guests may request new towels or an additional cleaning at any time.
- Guests will leave the room prior to housekeeping or maintenance entering when their services are needed

Amenities

- Activities and services will be limited based on distancing and number of people participating
- Local authorities have yet to announce when pools and beaches may reopen. When open, they may be held to limited hours.
- If open, guests will have access to The Westin's tennis courts, fitness center, and other amenities, as always. Please adhere to their regulations when on their premises, which may differ from ours.



What Guests can do to help us protect each other

- Self-screen before going out in public for any of the following symptoms: cough, shortness of breath, chills, sore throat, loss of taste, feverish or muscle pain. We ask that you refrain from visiting us if these symptoms are present.
- Wash and disinfect your hands before interacting with an employee or another guest. Hand sanitizing stations will be throughout the resort, and no-touch soap and towel dispensers have been added to the common area bathrooms.
- Maintain at least 6 feet of separation from other individuals not within the same travel group. If social distancing isn't feasible, please consider using a face covering, hand-washing and using cough/sneeze etiquette.
- Wear a face covering that covers the nose and mouth whenever in public spaces, including the common areas of our resorts. This is mandated in our Los Cabos and Puerto Vallarta locations, and encouraged at our Cancun resort.
- Please follow the signage around the resort that will direct you on best practices such as distancing while dining or at the pool/beach, elevator capacity, and floor signage that will direct traffic flow and indicate adequate distancing.

For the most up-to-date information on our policies, resort closures, and other information regarding our COVID-19 response, please visit www.raintreevacationclub.com.

Please feel free to contact a Raintree Vacation Guide at 1-800-424-6532, or locally at 317-805-9167 if you have any further questions or concerns.



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