



Impressive

RESORTS & SPAS | PUNTA CANA



OUR HOTELS OFFER AN UNFORGETTABLE VACATION EXPERIENCE CENTERED ON WELL-BEING, ENJOYMENT, COMFORT AND SAFETY FOR THE ENTIRE FAMILY

Impressive Resorts & Spas is committed to offering unique family experiences in spacious areas that make it possible to guarantee the necessary social distancing measures and hygiene protocols for optimal safety. Based on our experience, the way our hotels are designed will make it possible for us to continue offering the comfort and safety that our guests—and therefore the tour operators we work with—have always rated highly.

Guided by experts in the field, our team has implemented health and safety protocols to guarantee the well-being of guests and staff. As knowledge is gained about the transmission of COVID-19, we update our procedures for important aspects such as cleaning and disinfecting the entire hotel, training employees so they are able to provide all of our services with the highest levels of safety for guests and staff, and identifying and containing the potential spread of infectious viruses, all while ensuring a fantastic experience for our guests, from the moment they arrive until they leave.

With these actions, we welcome you to a new beginning and to the launch of our safety vacation program with the highest level of safety: **IM-SECURE**.



Working Together Pag. 2

Stay Safe and Protected Pag. 3

Stay with Us Pag. 5

Working Together

The current situation requires a new approach based on modifying our procedures to continue offering the excellent service we are known for, and also strengthening all aspects linked to health and safety. With this in mind, we are leveraging our staff members' knowledge of guest needs and service, while following the general tourism protocols prepared by the Dominican government, as well as the recommendations outlined by specialized international health organizations and external advisers with extensive experience in the hospitality segment and in health and safety. We are committed to guaranteeing the safety of our guests and employees while exceeding guest expectations in terms of trust and satisfaction.



Impressive Resorts & Spas recently earned the POSICHECK (Prevention of the Spread of Infections) certificate from Cristal International Standards (www.cristalstandards.com), the global leader in the area of health, safety, quality and risk management for the hospitality industry.

In addition to POSICHECK, we also hold other Cristal quality and safety certificates for the services we offer through various hotel departments: ROOMCHECK (rooms), DINECHECK (restaurants) and FOODCHECK (food). This ensures that all of the service protocols at our hotels are specifically geared towards establishing controls to guarantee the safety of guests and employees, without losing sight of the needs of the people who vacation at our establishments.

IMPRESSIVE TEAM

We are focusing all of our efforts on protecting our most valuable resource: our dedicated staff members. The Impressive Team was built and prepared well before our first guests arrive, receiving comprehensive training on the requirements of **IM-SECURE** protocols.

IM-SECURE Consists of several components that include countless hours of inspecting the entire resort, from the public spaces to individual guest rooms. These steps include continuously disinfecting these areas as well as following the best practices for social distancing.

By implementing these measures, we are able to ensure that guests continue to experience the highest level of serenity and enjoyment throughout their stay at Impressive Resorts & Spas Punta Cana.

IM-SECURE (Brand)

IM-SECURE FUN FOR EVERYONE
(Entertainment)

IM-SECURE SIT AND RELAX
(Activities at the beach, pools and common areas)

IM-SECURE AT DINE
(Culinary experiences)

IM-SECURE TO COME ON IN
(Guest Room experiences)





Stay Safe & Protected

Impressive Resorts & Spas has thoroughly assessed the steps needed to reopen our resorts. The process covers five areas: **modifying facilities, training employees, cleaning and hygiene, social distancing, and health monitoring/information.** The measures to be implemented will guarantee the utmost safety and trust of all the guests, partners and suppliers at our resort. These measures are aimed at preventing the spread of COVID-19 and addressing any cases that may arise or close contact with infected people within the property.

1. MODIFYING FACILITIES

We have carefully analyzed the implementation of prevention measures at our resorts, while keeping guest needs in mind. We have therefore decided to:

- Install washbasins in certain areas such as bars, restaurants, front desk, spa, gym, etc., since handwashing is the best way to prevent the spread of COVID-19 according to the World Health Organization (WHO).
- Supply automatic hydroalcoholic gel dispensers for hand hygiene in common areas.
- Post informative signs specifying the rules and maximum occupancy for common areas such as the gym, kids' club, game room for teens, spa and restaurants.
- Displaying information on guest room televisions on how to request medical assistance if necessary.

2. TRAINING EMPLOYEES

- Employee training is critical for ensuring compliance with safety protocols. Our staff members have been trained on the latest procedures for this new era.
- We rely on qualified external advisers who teach hands-on workshops on cleaning and disinfection products.
- We ensure compliance with the processes for our strict quality standards on a daily basis.
- The appropriate personal protective equipment (PPE) for each position has been assessed, and employees have received training on its mandatory use.



3. HYGIENE AND CLEANLING

Cristal International Standards has approved the hygiene and cleaning procedures for the areas that comprise our resorts, with detailed information on the equipment and products to be used on each surface, along with the frequency.

- Strict food & beverage handling/preparation procedures that enable us to offer excellent culinary service in our bars and restaurants.
- Compliance with hygiene and cleaning procedures is monitored daily by our Quality department and periodically audited by Cristal.
- This strictness enables us to guarantee a safe place for guests to spend their vacation.

4. SOCIAL DISTANCING

One of the biggest advantages of Impressive Resorts & Spas is that our facilities have plenty of large, open spaces. These outdoor settings are a natural way of reducing the risk of infection. In addition to this essential feature, the following measures will be implemented to further reduce the risk of infection:

- A distance of at least 2 meters should be kept between guests and our staff members. With this in mind, the maximum occupancy for all of our restaurants, common areas, pool sun decks and meeting points has been redefined.
- Fully visible markers have been placed in high-traffic areas to guarantee the minimum distance.
- All staff members have received training on the measures and procedures for the distance to be kept with guests.
- Elevators may only be used by a single guest or family at a time.
- Security staff will ensure compliance with social distancing rules



5. HEALTH MONITORING/INFORMATION

Our resorts have a health center with doctors who are on call 24/7. These centers play a key role in monitoring, sharing and tracking the measures implemented to prevent and reduce potential infections. The doctors will form part of our COVID-19 Prevention and Monitoring Committee, which will implement the following measures, among others:

- Emergency management plan that is periodically revised and updated based on the latest situation.
- Strict regulations, surveillance and limited access for product deliveries from local suppliers. All local suppliers must follow these guidelines and be certified through IM-SECURE.
- Tracking local infection indicators and reporting the risk of infection, if applicable, to local authorities.
- Continuously updating medical and incident records using a warning system as per emergency rules.
- Action plan designed in conjunction with local healthcare authorities or the corresponding tourism entity.
- Continuously updating COVID-19 measures with government recommendations on food hygiene, water safety, pool/spa hygiene, cleaning common areas and rooms, etc.



Stay with Us

"One of our key strengths lies in our ability to quickly develop, implement and update processes in a consistent manner. Many travelers are considering family hotels like ours when planning their vacation. We can assure future guests that the IM-SECURE program is based on the strictest hygiene standards. We are committed to creating a safer atmosphere for everyone. This will make it possible for future guests to fully enjoy a worry-free, all-inclusive experience with their family"



Impressive
RESORTS & SPAS

Phone: +1 809 552 0110
info.puj@impressiveresorts.com
www.impressiveresorts.com

