

Quality, Safety and Hygiene Program in Collaboration with Preverisk Group

#LHCares

Safe travels

by

WORLD
TRAVEL &
TOURISM
COUNCIL



Lifestyle Holidays
HOTELS AND RESORTS



WELCOME HOME

- Welcome safety kit – mask and sanitizer
- Temperature check
- Luggage disinfection
- Social distancing signature
- Access to our APP



MAID FOR YOU

- Use of fogging nebulizers for room sanitizing
- Proper use of PPE for all our housekeeping staff
- Reinforced disinfection for all high contact surfaces and public areas
- Redesign of the location for all outdoor furniture respecting the social distancing.
- Hand sanitizer stations accessible across the resort



HAVING FUN

- Social distancing friendly activities
- Redesign of the capacities in our theaters



FOR OUR FOODIES

- Redesign of sitting capacity for all our F&B outlets respecting the social distancing
- QR code available for all our menus
- Proper use of PPE for all out F&B staff
- Reinforced disinfection for all restaurants, kitchens and bars
- Use of fogging nebulizers in all F&B areas



CLEANING YOUR WORRIES AWAY

- Specialized training of all our employees to adapt all operational and administrative protocols
- Temperature check of all our staff when entering the resort
- Mandatory use of mask for all working employees
- Temperature control of the laundry
- Strict measures of temperature check and disinfection protocols for all suppliers and receipt areas



DOCTOR AND PHARMACY

- 24/7 available medical assistance on-site from Grupo Rescue, the largest private health group in Dominican Republic



SAFETY IN AND WE ALL WIN

- Continue staff training by Preverisk Group, an external internationally known company which audits a major number of hotel chains and tour operators doing business in the Dominican Republic, Europe, US as well as Canada.
- To reinforce the internationally recognized methods of identifying and managing food safety related risk, including Hazard Analysis Critical Control Points (HACCP) audit by Preverisk Group and adhering to strict global brand standards in addition to third-party standards such as Servsafe.