



## ACRE COVID-19 BEST PRACTICES

ACRE is one of the most unique resort properties in Los Cabos. Virtually all restaurant, bar, event and groups areas are outdoors without enclosure or mechanical ventilation systems. Likewise, our Treehouses are constructed of mesh walls allowing for open-air ventilation as well. Studies have increasingly shown that infection of this coronavirus in open-air transmission is nearly null when safe-distancing is practiced.

The ACRE staff has been carefully monitored for symptoms and any visiting staff, provider or guest has been confirmed to be symptom-free at time of visit.

ACRE reopened on July 4, 2020 and operates in absolute accordance with all guidelines established by the Mexican Federal and BCS state health authorities. We are committed to a continual review and improvement of protocols as new information regarding the virus is evolving and always in accordance with Mexican Federal, State (COEPRIS) guidelines

### ACRE SAFE-SPACE COMMITMENTS:

- All ACRE GUESTS are required to use face masks while in common areas of the property and safe social-distance protocols are required in accordance with Mexican Health Department Guidelines.
- All ACRE staff is monitored daily with testing readily available in the case of any concerns.
- All ACRE staff are certified by the Instituto Mexicano de Seguro Social (IMSS) for Covid-19 safe work, service and home practices.
- All ACRE staff is required to use appropriate and mandated PPE while working.
- All ACRE public areas including floors, tables, chairs, walls etc., have been disinfected and sanitized using recommended bleach solutions. All ACRE dishware, flatware and glassware have been sanitized in accordance with industry and contingency standards.
- All guest-occupied spaces are sanitized both prior to and after any service. Public area concrete, tiled floors and hard surfaces are sanitized twice daily with a bleach mixture, including pool area, private dining areas and restrooms.
- Sanitizing gel is available to ACRE Guests and Staff throughout the property and in all restrooms.
- Restaurant areas have been reconfigured to create safe distancing between tables (currently 2.5m minimum) and a reduction of the number of guests at any given time by approximately 60%.
- Kitchen Practices are 100% compliant with all current protocols and subject to regular inspection and verification.

Updated: January 15th, 2021



## ACRE RESTAURANT AND EVENT GUESTS - BEST PRACTICES:

As Restaurant or Event Guest at ACRE, you are entering a fully outdoor resort. With exception to restrooms and boutique, all guest areas are open-air.

- Use of facemasks is required in all common areas, when using the restrooms or in the boutique. Please bring a personal mask with you to ACRE as we may not have masks available.
- All guests are subject to a temperature check upon arrival. Guests with temperatures above 37.5 C (99.5 F) will be offered the opportunity to cool down, however if a fever remains, will be referred to a local clinic for further review. Guests with a fever above 37.5 C may not remain in any common areas of the resort.
- All guests are asked to use sanitizing gel upon arrival and to maintain social distancing while waiting to be seated.
- Groups and larger parties are allowed, in accordance with municipal, state and federal policies and may only be seated together without spacing restrictions when all members of the group are present at time of seating.  
All menus will be available via QR code on guests smart devices or disposable menus.
- The use of credit card payment is encouraged. Electronic equipment including terminals will be wiped down regularly with sanitizing wipes.



## ACRE TREEHOUSE GUESTS - BEST PRACTICES:

Like most of the ACRE Resort, ACRE Treehouses are an open-air experience. ACRE Treehouses are naturally ventilated, screen-room, designed accommodations. With only 11 Treehouses currently available on our 25-ACRE property, our density and occupancy are minimal. Guest Services areas are all outdoors as well. In order to protect our guests and our staff from the Covid-19 virus, ACRE is taking the following precautions:

- Every effort will be made to space usage of all Treehouses so that Guests will not use a Treehouse that has been checked out on the same day.
- Prior to guest arrival each Treehouse will be thoroughly cleaned and disinfected in accordance with government guidelines, using a bleach solution and/or disinfectant solution depending on the surface type.
- All high-touch surfaces are cleaned thoroughly and wiped with disinfectant wipes.
- Linens are thoroughly bleached / washed and dried fully on high temperatures. Bathrobes are dry-cleaned.
- Treehouses will not be cleaned while occupied by Guests. Treehouses will be cleaned upon arrival and at departure only. Fresh towels will be exchanged and left for guest in enclosed plastic bag.
- Treehouses are equipped with sanitizing gel.
- Guest arrival and registration will take place at our outdoor reception desk. Guest temperature will be documented and guests with a fever above 37.5 C / 99.5 F will be asked to seek medical attention.
- Use of facemasks is required in all common areas. Please bring a personal mask with you to ACRE as we may not have masks available for guests.



## ACRE VILLA OWNERS - BEST PRACTICES:

In order to protect our ACRE Villa Owners and our staff from the Covid-19 virus, ACRE is taking the following precautions:

- Prior to guest arrival each Villa will be thoroughly cleaned and disinfected, as well as sanitized in accordance with government guidelines. Villa refresh cleaning will not include sanitizing service. Daily housekeeping refresh service may be suspended depending upon the Semaforo Covid-19 status in BCS.
- All high-touch surfaces are cleaned thoroughly with appropriate disinfecting cleaning products and sanitized in accordance with Mexican health requirements.
- All Linens are thoroughly bleached / washed and dried fully on high temperatures.
- In order to protect our staff, as well as our Owners, Villas may not be cleaned while occupied by Guests.
- Villas are equipped with sanitizing gel, disinfectant spray and cleaning products.
- Villa Owner arrival and registration will take place at our outdoor reception desk. Owner temperature will be documented; owners and guests with a fever above 37.5 C / 99.5 F will be asked to seek medical attention.
- Use of facemasks is required in all common areas. Please bring a personal mask with you to ACRE as we may not have masks available for guests.



## 2021 TRAVEL GUIDANCE FOR MEXICO RELATED TO COVID-19 January 14, 2021

ACRE remains committed to the health, safety and security of our Guests, Villa Owners and Staff during the ongoing COVID-19 pandemic. Please review our Best Practices for our policies and protocols.

ACRE encourages all Guests and Owners to review all current federal, state and local travel requirements and guidelines prior to travel.

### US Travel Information:

<https://mx.usembassy.gov/u-s-citizen-services/covid-19-information/>

### Canadian Travel Information:

<https://travel.gc.ca/destinations/mexico>

As a result of the most current US (January 26, 2021) and Canadian (January 6, 2021) requirements for COVID-19 testing within three days of travel from Mexico, ACRE Guest Services is pleased to facilitate testing on behalf of our Guests and Owners. Antigen and PCR testing are available locally through several hospitals, laboratories and clinics with costs dependent upon the type of test required and in accordance with CDC and Airline requirements.

Antigen tests may be obtained for approximately \$55.00 USD with results available within one to four hours. PCR tests may be obtained for approximately \$350.00 USD with results available within 72 hours.

All test prices are subject to change and are direct cost from provider. ACRE will continue to work to find the lowest price available for our Guests and Owners.

Due to the requirements in place effective January 26, 2021 for travel to the US, we strongly encourage all Guests and Owners to confirm with your airline for specific testing requirements prior to travel.