



## Reopening Measures and Protocols

At Princess Hotels & Resorts we have as our main objective the security, health and wellbeing of our guests and collaborators. Therefore, we are strictly complying with the guidelines of the World Health Organization and the relevant authorities on the evolution of the coronavirus (COVID-19) around the world.

Given the exceptional circumstances, we would like to apologize for the inconvenience that this health crisis may cause you or your loved ones.

From Princess Hotels & Resorts we wanted the moment to come when we were able to announce our return to activity and therefore the reopening of our hotels in the Caribbean. To make this possible, we have been working on a strict protocol under the motto "Protect Yourself" that guarantees quality and compliance with all sanitary measures imposed by the authorities.

## Available Services and Facilities

Below, you will find the details of the services that we will offer first hand to start the operation of the hotel, always with caution and responsibility and in a gradual way.

These services will be expanded to the extent that our occupancy demands it.

### Room Categories

If you have booked the following categories to arrive on October 15 and until further notice, we will grant you a series of upgrades and benefits while our occupancy stabilize, grow and allow us to open more room buildings:

- Bungalow – We will start by opening the villas closest to the beach area, where they will have a variety of services at their disposal.
- Platinum & Honeymoon Platinum Suites - will start by opening the villas closest to the beach area.
- Family – Included in the Bungalow Villas, will be located at the ones closest to the mini club. Those rooms that have 5 pax will receive connecting or conjoining rooms. Platinum bracelet will be included and all children amenities will be maintained.

## ➤ Available Services for guests allocated in Bungalow Suite

### Restaurants

- Breakfast: El Gaucho (permanent) and La Hispaniola\*.
- Lunch: El Gaucho, Food Trucks (permanent) and La Hispaniola\*
- Dinner: 2 rotating a la carte restaurants each night and La Hispaniola.\*
- La Hispaniola and the daily opening of more restaurants will be made when it is required due to the volume of guests.
- Focaccia (pizzeria): opened every night (in addition to the 2 rotating restaurants).
- Rebels (snack): opened 24 hours a day.
- Room Service: not included (available with extra charge)

### Bars

- Lobby Bar: opened daily
- Bar main pool: from 9:00 am to 6:00 pm
- Food Truck Bar: from 9:00 am to 6:00 pm
- Food Truck Ice Cream (Plaza Colonial): from 6:00 pm until 12:00 am

### Entertainment

- Night activities: at the Plaza Colonial and Lobby Bar
- Beach Mini Club: from 9:00 am to 6:00 pm
- Internal transport service available
- Water activities will be available
- Souvenir, jewelry, clothing, photo shops will be open
- Spa Princess, with previous reservation
- Casino to be confirmed, subject to government indications and authorizations
- Disco to be confirmed, subject to government indications and authorizations

### Entertainment

- Medical services
- Reception: main lobby
- Guest Services: desk in lobby

## ➤ Available Services for guests allocated in Platinum Suite

Includes all Bungalow Suite services

### Restaurants

- Restaurant P.B.G. all day for breakfast, lunch and dinner
- Restaurant Chopin for breakfast and dinner (when the volume of guests requires it)

### Bars

- Pool and wet bar at Platinum P.B.G.
- Exclusive bars: Sky P.B.G. and beach kiosk
  
- Reception and guest service: Exclusive Platinum
- 24 hour room service included
- Beach: exclusive area

## Punta Cana Princess Guests:

### Room Categories

- Upgrade to Platinum Suite will be granted. Rooms will be located at the villas that are closest to our Chopin Restaurant, to provide them with a more private and exclusive area for adults. Platinum bracelet will be included as all Platinum facilities and services.
- Guests booked at Honeymoon Suites in Punta Cana Princess can be allocated in Honeymoon Platinum Suite, with the understanding that these rooms will be in an area where there are villas that allow children.

### Services

- Guests will enjoy all services and facilities detailed for Platinum Suite.



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FACILITIES AND SERVICES	RESTRICTIONS AND NEW PROTOCOLS
<b>BARS &amp; RESTAURANTS</b>	
Buffet La Hispaniola	Service not available
Buffet Chopin (Exclusive for Platinum)	Service not available
Buffet Trapiche	Daily service for breakfast and lunch Limited capacity
Foccaccia (Pizzeria)	Every night Limited capacity
Tanuki (Teppanyaki)	Two times a week Limited capacity
Wasabi (Sushi-Fusion)	Two times a week Limited capacity
Samsara (Indian)	Two times a week Limited capacity
Il Tartufo (Italian)	Two times a week Limited capacity
El Gaucho (Steak House)	Two times a week Limited capacity
Pescador (seafood)	Two times a week Limited capacity
Hacienda (Mexican)	Two times a week Limited capacity
Soho (Exclusive for Platinum)	Service not available
PBG (Exclusive for Platinum)	Daily service for breakfast, lunch and dinner Limited capacity
Rebels (Snack)	24 hour daily service Limited capacity
Mordisco (Family Club Snack)	Service not available
Food Trucks	Daily snack service – open space
Frappuccino (Coffee Shop)	Service not available
<b>BARS</b>	
Lobby Bar	Daily service Limited capacity
Rebels 24 Pub Bar	Daily service Limited capacity
Bar Truck	Daily service Open space
Bar Theater	Service not available
Bar Relax Pool	Service not available

Wet Bar Larimar	Covid 19 prevention protocols will be applied
Pool Bar Family Club	Service not available
Pool Bar PBG (exclusive for Platinum)	Covid 19 prevention protocols will be applied
Terrace Bar PBG (exclusive for Platinum)	Daily service – open space
Bar Platinum Beach (exclusive for Platinum)	Daily service – open space
Bar Platinum Lounge	Service not available
<b>RECEPTION</b>	
Main (check-in / out)	Covid 19 prevention protocols will be applied
Platinum (exclusive)	Covid 19 prevention protocols will be applied
Bell Boy	Covid 19 prevention protocols will be applied
Guest Service	Covid 19 prevention protocols will be applied
<b>ROOMS</b>	
Cleaning	Covid 19 prevention protocols will be applied
Special attentions / mini bar	Covid 19 prevention protocols will be applied
Turn down service (exclusive for Platinum)	Covid 19 prevention protocols will be applied
Room service	Covid 19 prevention protocols will be applied
Technical services	Covid 19 prevention protocols will be applied
<b>POOLS</b>	
Main Pool	Covid 19 prevention protocols will be applied
Kids Club Pool	Covid 19 prevention protocols will be applied
Relax Pool	Service not available
PBG Pool (Exclusive for Platinum)	Covid 19 prevention protocols will be applied
Family Club Pool	Service not available
Family Club Water Park	Service not available
<b>BEACH</b>	
Lounge chairs	Covid 19 prevention protocols will be applied Limited capacity
<b>ENTERTAINMENT &amp; ACTIVITIES</b>	
Kids Club	Covid 19 prevention protocols will be applied
Theater	Service not available
Tennis	Covid 19 prevention protocols will be applied
Daily activities	Covid 19 prevention protocols will be applied
<b>EVENTS</b>	
Meeting Rooms	Service not available

<b>Weddings</b>	Covid 19 prevention protocols will be applied Limited capacity
<b>Group dinners</b>	Covid 19 prevention protocols will be applied Limited capacity
<b>SPA</b>	
<b>Massages</b>	Covid 19 prevention protocols will be applied
<b>Gym</b>	Covid 19 prevention protocols will be applied Limited capacity
<b>Steam Bath</b>	Service not available
<b>Sauna</b>	Service not available
<b>Exterior Jacuzzi</b>	Covid 19 prevention protocols will be applied Private
<b>Hair Salon</b>	Covid 19 prevention protocols will be applied Limited capacity