



## 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.

→ Required: Use the mask throughout the hotel, except pool and beach areas.

## 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
- Rebels Bar: 24 hours
- Outside 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 11:00 pm

### 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

- Outside Pool 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>	
<b>Buffet La Hispaniola</b>	Service not available
<b>Buffet Chopin (Exclusive for Platinum)</b>	Service not available
<b>Buffet Trapiche</b>	Daily service for breakfast and lunch Limited capacity
<b>Foccaccia (Pizzeria)</b>	Every night Limited capacity
<b>Tanuki (Teppanyaki)</b>	Two times a week Limited capacity
<b>Wasabi (Sushi-Fusion)</b>	Two times a week Limited capacity
<b>Samsara (Indian)</b>	Two times a week Limited capacity
<b>Il Tartufo (Italian)</b>	Two times a week Limited capacity
<b>El Gaucho (Steak House)</b>	Two times a week Limited capacity
<b>Pescador (seafood)</b>	Two times a week Limited capacity
<b>Hacienda (Mexican)</b>	Two times a week Limited capacity
<b>Soho (Exclusive for Platinum)</b>	Opened every other day, alternated with PBG Limited capacity
<b>PBG (Exclusive for Platinum)</b>	Daily service for breakfast and lunch. Dinner opened every other day, alternated with Soho Limited capacity
<b>Rebels (Snack)</b>	24 hour daily service Limited capacity
<b>Mordisco (Family Club Snack)</b>	Service not available
<b>Food Trucks</b>	Daily snack service – open space
<b>Frappuccino (Coffee Shop)</b>	10:00 am to 7:00 pm Covid 19 prevention protocols will be applied
<b>BARS</b>	
<b>Lobby Bar</b>	Daily service Limited capacity

<b>Rebels 24 Pub Bar</b>	Daily service Limited capacity
<b>Bar Truck</b>	Daily service Open space
<b>Bar Theater</b>	Service not available
<b>Bar Relax Pool</b>	Service not available
<b>Wet Bar Larimar</b>	Service not available
<b>Pool Bar Family Club</b>	Service not available
<b>Outside Pool Bar PBG (exclusive for Platinum)</b>	Covid 19 prevention protocols will be applied
<b>Terrace Bar PBG (exclusive for Platinum)</b>	Daily service – open space
<b>Bar Platinum Beach (exclusive for Platinum)</b>	Daily service – open space
<b>Bar Platinum Lounge</b>	Service not available
<b>RECEPTION</b>	
<b>Main (check-in / out)</b>	Covid 19 prevention protocols will be applied
<b>Platinum (exclusive)</b>	Covid 19 prevention protocols will be applied
<b>Bell Boy</b>	Covid 19 prevention protocols will be applied
<b>Guest Service</b>	Covid 19 prevention protocols will be applied
<b>ROOMS</b>	
<b>Cleaning</b>	Covid 19 prevention protocols will be applied
<b>Special attentions / mini bar</b>	Covid 19 prevention protocols will be applied
<b>Turn down service (exclusive for Platinum)</b>	Covid 19 prevention protocols will be applied
<b>Room service</b>	Covid 19 prevention protocols will be applied
<b>Technical services</b>	Covid 19 prevention protocols will be applied
<b>POOLS</b>	
<b>Main Pool</b>	Covid 19 prevention protocols will be applied
<b>Kids Club Pool</b>	Covid 19 prevention protocols will be applied
<b>Relax Pool</b>	Service not available

<b>PBG Pool (Exclusive for Platinum)</b>	Covid 19 prevention protocols will be applied
<b>Family Club Pool</b>	Service not available
<b>Family Club Water Park</b>	Service not available
<b>BEACH</b>	
<b>Lounge chairs</b>	Covid 19 prevention protocols will be applied Limited capacity
<b>ENTERTAINMENT &amp; ACTIVITIES</b>	
<b>Kids Club</b>	Covid 19 prevention protocols will be applied
<b>Theater</b>	Service not available
<b>Tennis</b>	Covid 19 prevention protocols will be applied
<b>Daily activities</b>	Covid 19 prevention protocols will be applied
<b>EVENTS</b>	
<b>Meeting Rooms</b>	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>	Service not available
<b>Hair Salon</b>	Covid 19 prevention protocols will be applied Limited capacity
<b>Hydro massage cabins</b>	Covid 19 prevention protocols will be applied