



## 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).
- Lunch: El Gaucho and Food Trucks (permanent).
- Dinner: 3 rotating a la carte restaurants each night.
- 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 open but subject to government indications and authorizations
- Disco to be confirmed, subject to government indications and authorizations

\* All activities and entertainment are subject to legal regulations and protocols. Parties, mass celebrations, crowds or any activity that could put security at risk are avoided.

\* Loud speakers or similar, or behavior that could lead to breaking security protocols are not allowed.

\* The use of hookahs, shishas or similar is forbidden throughout the hotel (common and private areas, including rooms), in accordance with government regulations.

### Services

- Assistance to manage tests for travelling. Contact with Guest Service in advance.
- 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>	
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)	Opened every other day, alternated with PBG Limited capacity
PBG (Exclusive for Platinum)	Daily service for breakfast and lunch. Dinner opened every other day, alternated with Soho 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)	10:00 am to 7:00 pm Covid 19 prevention protocols will be applied
<b>BARS</b>	
Lobby Bar	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






# CUIDAMOS DE TI / WE CARE FOR YOU

hasta el 31 de marzo, 2021


Schedule your COVID 19 test at our resorts, 72 hours before your departure to your country of origin.

Programa tu prueba COVID19 en nuestros resorts, 72 horas antes de tu salida hacia tu país de origen.

**FOR OUR GUESTS IN MEXICO**  
PARA NUESTROS HUÉSPEDES EN MEXICO

RAPID ANTIGEN TEST >>	PCR TESTING >>
	
COSTE - COST <b>35\$*</b>	COSTE - COST <b>125\$*</b>
NACIONALIDAD - NATIONALITY <b>TODAS / ALL</b>	NACIONALIDAD - NATIONALITY <b>TODAS / ALL</b>
LUGAR - PLACE AREA ESPECÍFICA DENTRO DEL HOTEL SPECIFIC AREA WITHIN THE HOTEL	LUGAR - PLACE HOSPITEN U OTRO CENTRO ESPECIALIZADO HOSPITEN OR OTHER SPECIALIZED CENTER

**FOR OUR GUESTS IN PUNTA CANA**  
PARA NUESTROS HUÉSPEDES EN PUNTA CANA

RAPID ANTIGEN TEST >>	PCR TESTING >>
	
COSTE - COST <b>35\$*</b>  Free for guests flying to the US	COSTE - COST <b>125\$*</b>
NACIONALIDAD - NATIONALITY <b>TODAS / ALL</b>	NACIONALIDAD - NATIONALITY <b>TODAS / ALL</b>
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\*prices subject to variation / precios sujetos a variación