



Dear Lindo Mar Members,

The coronavirus (COVID-19) pandemic has continued to evolve at a moderate pace. It is recommended you check online for current visitor information at <https://visitpuertovallarta.com/covid19.php>

Your Board of Directors would like to assure you that management is closely monitoring the Centers for Disease Control (CDC), World Health Organization (WHO), and local health department recommendations regarding COVID-19. On-site management have implemented, and will continue to implement new policies, procedures, and practices that meet or exceed the recommended guidelines of these organizations. Local protocols are being implemented as well.

The safety of our members, guests and employees is of the utmost importance. We are doing everything we can to keep everyone as safe as possible. The guidelines, which have been implemented are outlined below. We ask that you, your family and friends kindly observe the following arrival and in-residence protocols while staying with us.

We strongly recommend you bring your own face masks, gloves and hand sanitizer from home! Lindo Mar has a limited supply of these items and these supplies may be limited at local stores in the surrounding area. It is imperative you plan ahead and bring an adequate supply of these items for you and your guests while staying with us.

Upon Arrival:

- Upon arrival all guests must please wash their hands with soap and water using the sink in the reception area.
- Sanitizing mats are to be used for your footwear prior to accessing the lobby.
- Security agents and/or staff will welcome you, but they will not be allowed to open the taxi or shuttle door for you. We are practicing social distancing and we will not be offering handshakes or hugs at this time.
- Lindo Mar staff will assist you in placing your luggage in the designated area where it will be disinfected, and then delivered to your room; your luggage will be placed outside your door.
- Please wear your mask while in all common areas of the resort. This includes the pool, Jacuzzi, beach and where social distancing is not possible. The gymnasium is currently closed.
- Front desk area and equipment are disinfected frequently.
- All keys are disinfected upon check-out and again prior to being handed to you upon check-in.
- There are safety distance marks in the lobby and around the resort. Please utilize these marks to ensure that you keep safe distances during the registration process and while moving about in the common areas.
- We have a standard survey form for you to complete. It will ask if you have been sick, if you have a cough or fever, or if you have been around others who you know to be infected, etc. Please complete the form upon arrival. This is mandatory before completing your registration.
- Your temperature will be taken with a no-touch thermometer. This will be completed on all guests and staff without exception.
- The door handles to each room are disinfected often.
- Each time you depart the resort and return, you and your party will be required to follow the arrival procedures same check-in process will be followed for everyone in your party: hand washing, shoe cleaning on sanitary mats, and temperature evaluation.

During your stay:

- Common areas and elevators are disinfected regularly. Sanitizing stations are located throughout the resort common areas.
- For your safety the gym is currently closed.
- Housekeeping staff are required to wear gloves when cleaning.
- All Staff are required to wear masks at all times. Waiters, bartenders and kitchen staff will be wearing gloves, face masks and face shields.
- The bar counters, tables and chairs are disinfected after each guest has left.
- When settling your billing at the restaurant and/or bar, we recommend using a credit card or sign your check to be charged to your account rather than passing cash. Your account will be settled with the front desk when you check-out at the end of your stay.
- When visiting the restaurant, you are required to wash your hands in the sink station near the bar.
- Elevator use is restricted to two (2) people at a time. Additional people may use the elevator at once **ONLY IF THEY ARE ALL PART OF THE SAME PARTY OR FAMILY.**

Additionally: We ask that you please be considerate of others at all times. Respect their space, respect their fears and worries, and do not allow yourself to overtly encroach upon other's personal space. Many of our guests and staff rely on these protocols that have been implemented for their personal safety. Please be mindful of others around you.

Our responsibility as the Board of Directors is to ensure the long-term financial health, and continuing excellence of our "home away from home." Reservations will continue to be accommodated based on our Association's policy, our governing documents, and local health authority requirements and protocols. Members who choose to cancel their use-week(s) must understand we cannot guarantee that any replacement week(s) will be available. Please Note: your maintenance fees are non-refundable and it is important that they are paid in full and on-time. This is necessary to maintain our resort and compensate our valued staff.

If you and your guests get stranded in Puerto Vallarta because a flight gets cancelled or rescheduled to a later date, please reach out to management; they will do their best to accommodate you at the resort.

Please visit our website at www.lindomarresort.com for updates on COVID-19's impact on Lindo Mar.

Please stay safe and be well.

Sincerely,

Roberto Chavez, General Manager
Lindo Mar Board of Directors:
Dennis Lockwood, President
Roger Denton, Vice President
Chuck Meacham, Treasurer
David Brusby, Secretary
Sandra Erickson, Director