

WEBINAR

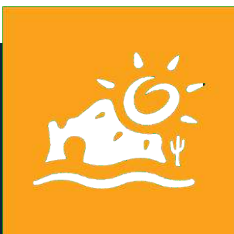
LOS CABOS



RODRIGO ESPONDA
MANAGING DIRECTOR
LOS CABOS TOURISM BOARD



1. State of business
2. Strategic approach to the reopening of Los Cabos
3. Health and safety standards and protocols
4. New destination toolkit content
5. Ten ways Los Cabos is ready for the new normal

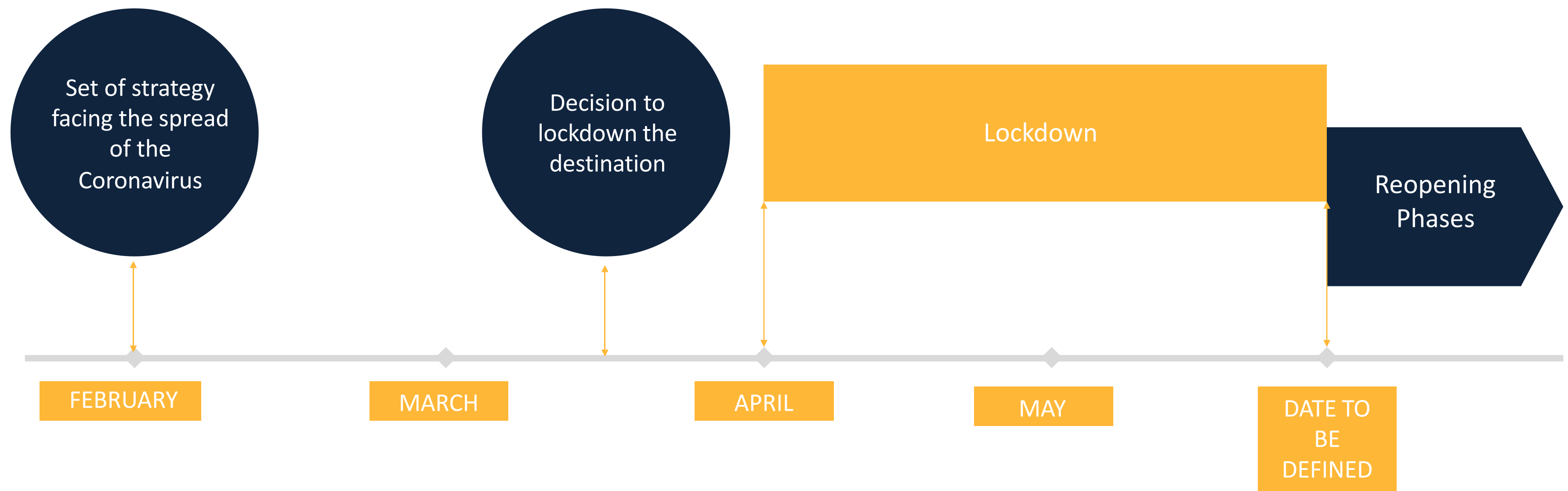


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STATE OF BUSINESS






Destination has been closed
since April 1st



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RECOVERY OF INTERNATIONAL CONNECTIVITY

Gradually, international carriers will start returning to Los Cabos. This is information as of today and subject to change but more will be announced in the following weeks.

Carrier	Dep. City Name	Jun-20	Jul-20	Aug-20
American Airlines 	LAX (L.A.)	Daily	Daily	Daily
	DFW (Dallas)	Daily	Daily	Daily
	PHX (Phoenix)	Daily	Daily	Daily
	ORD (Chicago)	Weekly	Weekly	Weekly
	CLT (Charlotte)	Weekly	Weekly	Weekly
 ALASKA AIRLINES	LAX (L.A.)	2/Daily	2/Daily	2/Daily
	SAN (San Diego)	Daily	Daily	Daily
	SJC (San Jose)	Daily	Daily	Daily
	SFO (San Francisco)		Daily	Daily
	SMF (Sacramento)		Weekly	Weekly
 DELTA	LAX (L.A.)	Sat/Sun	2/Daily	2/Daily
 Southwest	LAX (L.A.)		Jul11(Daily)	Daily
	SAN (San Diego)			Aug11(Daily)
	IAH(Houston)	Jun7(Daily)	Daily	Daily
 UNITED AIRLINES				
	IAH(Houston)	Jun5(Daily)	Daily	Daily
	ORD (Chicago)		Weekly	Weekly
	LAX (L.A.)		Daily	Daily
	SFO (San Francisco)		Daily	Daily

Source: OAG



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STRATEGIC APPROACH TO REOPENING

Health and Safety Standards and Protocols



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ALL DESTINATION PARTNERS
INCORPORATED IN THIS
Strategic approach to reopening
Post-Covid



Destination
Campaign



Restaurants



Airport



Activities



Hotels



Nightlife



Transportation



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5 PHASES TO REOPEN

Pre opening



- Invitation to traditional timeshare clients.

Phase 1



- Safety & control perception
- Mandatory abiding of Manual
- Hygiene standards
- COVID19 Los Cabos seal
- Hotels reopening
- Restaurants & attractions
- Time-share arrivals

Phase 2



- T2 reopening
- First International arrivals
- Domestic arrivals
- Owners

Phase 3



- Postponed groups & weddings reservations

Phase 4

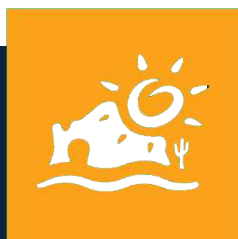


- Groups
- 60% of reservations pre-Covid19
- Lux travelers
- Canada & UK

Phase 5



- 60% air connectivity
- 80% reservations recovered
- Leisure travel



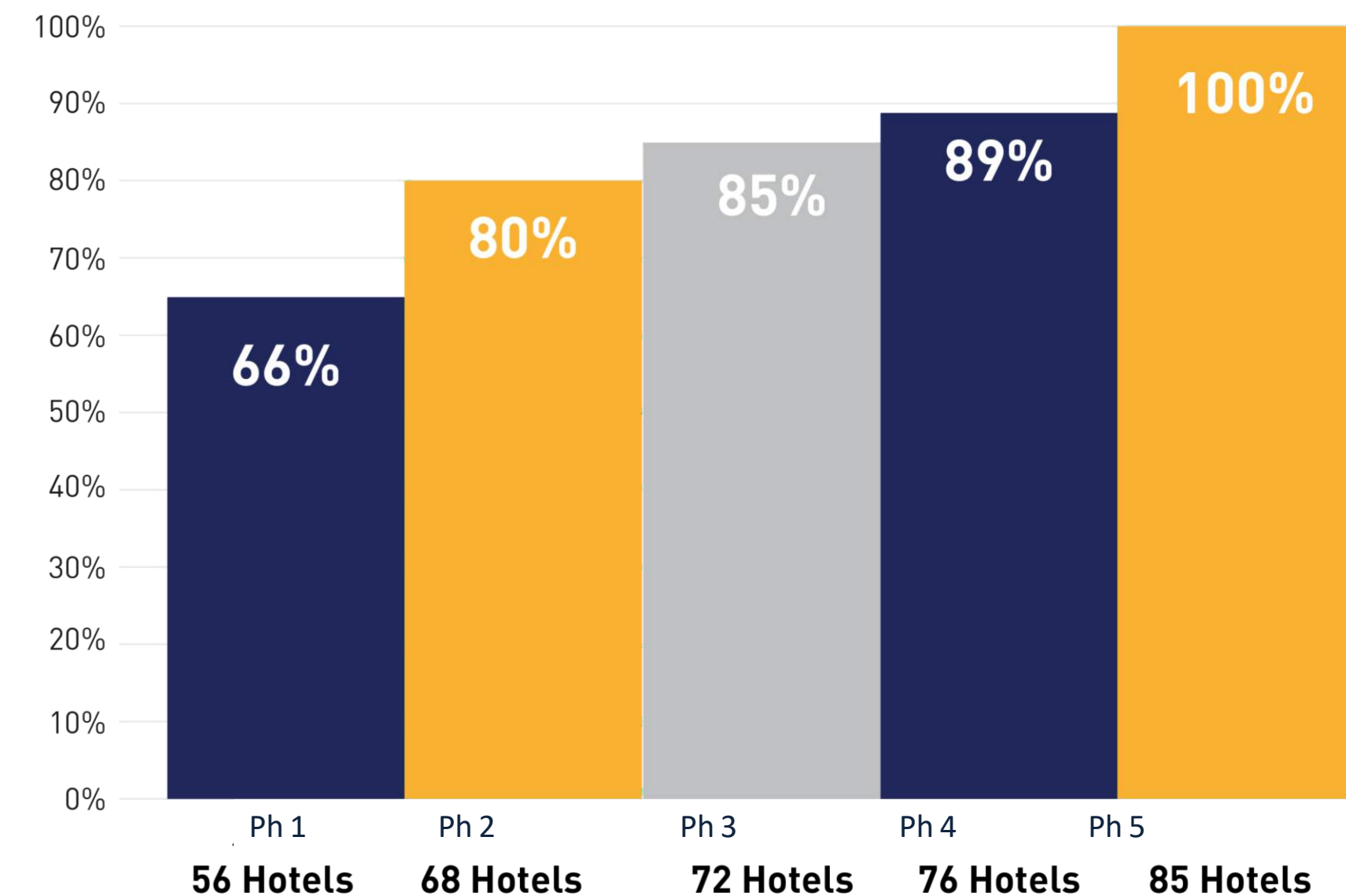
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REOPENING PHASES

2020

As part of the strategy of Los Cabos to provide health and safety standards to all of our visitors, the destination will **gradually** start reopening hotels, restaurants and tour companies.

Los Cabos Hotel Inventory:
18,500 rooms



Source: Los Cabos Hotel Association Hotels



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FLEXIBLE RESERVATIONS POLICY

The destination has implemented a flexibilization policy for reservations in all hotels throughout the destination.

All hotels, restaurants, tour operators, transportation and any similar services will apply the policy.

With this policy we will give you and your customers the certainty they need so they can travel here when they feel safe, regardless of when they book.

No charges, penalties or fees for reservations booked to travel for the rest of 2020.



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STANDARDS AND PROTOCOLS



Health and Safety is Our Top Priority

Here's what we're doing to make everyone's stay in Los Cabos safe:



- ◆ **Created** health and safety guidelines consistent with health authorities
- ◆ Developed a **layered approach** that reinforces hygiene, cleaning, travelers physical distancing, and the use of personal protective equipment (PPE)
- ◆ Implemented **standardized** health screening protocols at the airport and port.
- ◆ Partnered with travel providers to **obtain a “Clean Point” (Punto Limpio) certification** offered by the Mexican federal government to strictly adhere to hygiene protocols.
- ◆ **Enforced** a flexible travel policy across all hotel properties
- ◆ **Streamlined** the communication protocols between hotels, suppliers, and local authorities



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PUNTO LIMPIO CERTIFICATION

Health and Safety Standards and Protocols

Punto Limpio (Clean Point) is a distinction granted by the Federal Authorities of Mexico to all the destination suppliers (restaurants, hotels, cafes, travel agencies, car rental companies, dive operators, centers leisure and entertainment, among others) to promote good hygiene practices and to protect the health of all visitors, workers and the local community.

The certification is complemented with the widespread use of:



Thermal cameras



Sanitizing tunnels



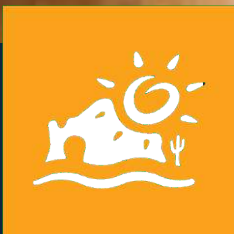
Sanitization services



Rapid tests



PUNTOLIMPIO
MÁXIMA CALIDAD HIGIÉNICA



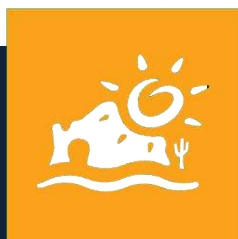
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MANUAL OF PROTOCOLS, PROCEDURES AND PREVENTIVE MEASURES FOR THE MANAGEMENT COVID-19

A document with strategic protocols has been designed and circulated around all destination suppliers (airports, transport companies, restaurants and service providers) to ensure tourism can continue on a controlled and protected environment for visitors, workers and the local community. It includes relevant information such as disinfection of areas, cleaning protocols, importance of good communications and training, food handling, and the correct implementation of a contingency plan.

- Protection of visitors and workers
- Protection of workspaces
- Action plans with possible or confirmed cases
- Communication and information flow

Local authorities have adopted the manual and is now a requirement to restart operations



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ARRIVAL PROTOCOL

Airport

PASSENGER ENTRY

Thermal cameras to identify those with more than 38 degrees of temperature.

AIRLINE DISPLAYS AND DOOR AGENTS

Limit close contact with others by maintaining a distance of at least 1.5 meters, if possible.

DESINFECTION OF AREAS

- Constant cleaning of kiosks for boarding passes
- Floor disinfection
- Tray cleaning with steam machines
- Handrail disinfection
- Antibacterial gel in all areas

LUGGAGE HANDLING

Perform routine cleaning and disinfection of frequently touched surfaces. These surfaces include equipment to transport luggage or cargo, vehicles, scanners and two-way radios for shared use or other mobile devices.

STAFF TRAINING

Inform all staff about the measures that will be taken, their responsibilities and measures that could protect their health and the health of others, among others. Organize briefings that cover all basic protective measures against COVID-19 and the signs and symptoms of the disease. Training for specific procedures may be required.



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PROTOCOL

Transportation

TRANSPORTATION COMPANIES TAXIS / DIGITAL PLATFORMS

- Incentivizing passengers to use back seats and avoiding front seats to increase distancing
- Use of face masks during transfers
- Development of technology and options that allow and prioritize contactless transactions
- Constant cleaning and disinfecting vehicle surfaces in every shift

CAR RENTALS

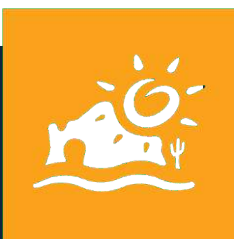
- Surfaces of vehicles will be sanitized and disinfected before and after each new customer use

GAS STATIONS

- Service agents and cleaning personnel must wear safety glasses and face masks throughout their working day
- Service agents must clean their workstations with sanitizer every hour

PUBLIC TRANSPORT

- All surfaces on vehicles must be sanitized and disinfected before each workday or shift change.



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FOOD & BEVERAGE PROTOCOL

Restaurants

INFORMATION AND CONDUCT OF PERSONNEL

- Restaurant, dining room and bar staff will use personal hygiene and etiquette (frequent and thorough hand washing, cough hygiene)
- Communication campaign inviting customers to sanitize their hands at the entrance and exit of the venue

FOOD HANDLING

- Cook food above 70 ° and keep cold chain
- Keep food protected at all times with film, containers and labels
- In food handling: compulsory use of mouth masks, hair nets and correct and frequent hand washing.

CLEANING AND DISINFECTION OF EQUIPMENT AND HALLS

- Limiting handling of food and utensils by customers. More frequent changes or disposable items
- Sanitize tables, bars, counters, chairs, stools after each use
- Disposable or single use menus

LAYOUT OF TABLES

- Load capacities of restaurants and bars will remain under 4 people per 10 square meters.



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Suppliers

TOUR GUIDE

- If guiding a group, leader will avoid crowds. Large groups will be divided into smaller groups keeping a safe distance (1.5 meters).
- Vehicles will follow the procedures of transportation companies using chlorinated water solution or 70% alcohol-based antibacterial gel.

ACTIVITIES

- Daily record of employee temperature.
- Use of transparent protective shield in check in areas to protect customers and employees.
- Employees will wear mouth covers and gloves
- Load capacity will be reduced to 50% on all activities providing enough space to maintain a social distance between clients and guides.
- Sanitizing gel in all areas.



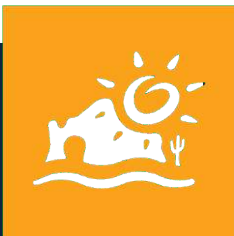
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New tool kit elements

New informative and updated materials can be found online at:



<https://www.visitloscabos.travel>



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visitloscabos.travel