



Covid-19 Guest Information

An Important Foreword | We ask that you please read this document in full. In it you will find our promise to you to ensure your stay is safe and health filled. You will also find our ask of you to help us adhere to both ministry and Sansara's health guidelines to keep our home paradise.

Sansara is committed to creating a safe environment for our staff and guests alike. In light of the spread of the Covid-19 Virus we have taken a resort wide health and safety assessment and implemented all the necessary measures to maintain our environment as such. Our staff have been fully trained on the safety protocols and are ready to provide you with the highest standard of service. We want to use this opportunity to share with you what we have implemented, and at the same time provide you with some simple guest guidelines so that you can actively contribute to the collective of maintaining Sansara a safe and healthy escape.

What you can expect | Below are the protocols we have put in place to ensure your safety. If you have any questions about a specific department or service we provide and want further detail, please visit our reception rancho or email us at reservations@sansararesort.com.

Resort Wide General Measures

- ◇ Ensured designated space of two meters between guests at check-in.
- ◇ Furnishings arranged to allow suitable space for social distancing throughout the property.
- ◇ Signage and distance markers in key areas to remind guests of social distancing and precautionary protocols
- ◇ Disinfection of guests' luggage upon arrival.
- ◇ Temperature check for all guests and employees will be expected upon arrival. (Employees checked daily)
- ◇ Sansara's employees will use personal protection equipment during interaction with guests (reception team, restaurant team, wellness team)
- ◇ Hand sanitizer stations have been installed throughout the property in public areas at guests' high-contact points, as well as back-of-house areas
- ◇ Enhanced sanitation procedures in all Sansara's key areas of business
- ◇ Increased frequency of cleaning and disinfection of public areas (including reception rancho, Yoga Shala, Buddha Bar and Restaurant, restrooms, wellness rancho, pool area, etc.)
- ◇ Enhanced disinfection of floor in reception, restaurant, yoga shala and other high-traffic areas
- ◇ Frequent disinfection of handrails and chairs
- ◇ Highlighted cleaning and sanitation protocols for public restrooms
- ◇ Provision of protective masks and gloves for our guests on request

Guest Cabañas

- ◇ Enhanced cleaning and sanitation protocols in guest cabañas focusing on high-touch points (light switches, door/window handles, remote controls, thermostats, faucets, hangers, etc.)
- ◇ Linen and towels in guest cabañas will be changed on a daily basis
- ◇ Daily housekeeping service during a guest's stay may be modified in accordance with specific guest requirements, however cannot be refused. All occupied cabañas will be serviced daily.



- ◇ Contactless option for drop-off and pick-up at the door available for room service delivery.
- ◇ Commercial grade nebulizer air diffusers in all cabañas to stop airborne viruses. Guest cabañas will be vacant for a minimum of 24 hours between guest stays with the nebulizer active.

Buddha Bar & Restaurant

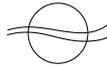
- ◇ Food and beverage services have been adjusted in accordance with current ministry safety regulations.
- ◇ Enhanced food and safety, and hygiene protocols (front and back of house).
- ◇ Enhanced cleaning and sanitation protocols for all surface areas with specific attention to high contact surfaces (tables, chairs, bar tops, etc.).
- ◇ Reservations are required and we kindly ask that guests wait to be seated.
- ◇ Seating allocated to safeguard social distancing.
- ◇ Food services will be predominately a-la-carte style service.
- ◇ Guest menus are replaced with chalk-board menus, digital, or staff read/presented offerings.
- ◇ Daily deep disinfection of kitchen areas, all food preparation and service ware, and table linens.

Wellness Rancho, Yoga Shala and Beach Areas

- ◇ Furnishings and equipment in the spa, yoga shala, beach and pool areas rearranged to encourage social distancing
- ◇ Increased frequency of cleaning and disinfection of wellness areas (massage tables, pools, yoga shala equipment, beach lounges, etc.)
- ◇ Reservations for spa treatments are mandatory. 30 minutes between treatment times is ensured for deep disinfection and cleaning.
- ◇ Use of personal protection masks is mandatory in the wellness rancho for both guests and therapists.

How you can help | While we are taking every necessary measure to keep Sansara safe, we ask our guests' to do their part. Below are some of protocols that we kindly ask you to put into daily practice during your stay.

- ◇ Please practice frequent hand-washing throughout the day, utilizing either your private cabaña or our various hand sanitizing stations found throughout the resort.
 - ◇ Please respect social distancing standards in all public areas, including with other guests and our employees.
 - ◇ We have protective masks and gloves available upon request. Please visit our reception rancho if you wish.
 - ◇ Please let our reception or management know if you feel at any point there is a health and safety risk during your stay.
 - ◇ Please let our reception or management know immediately if you feel any symptoms that could possibly indicate infection (fever, cough, sore throat). These cases will be handled with the upmost discretion and professionalism.
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Our Closing Remark | All of Sansara's employees are fully trained with all the prescribed procedures in this situation and are educated to provide information and assistance to our guests as needed. We have been and will continue to closely monitor the Covid-19 situation both locally and globally. In accordance with developments and the ministry of health, we are prepared to introduce any new measures that will keep our guests and team safe and well. In the meantime, we look forward to a brighter healthier future and welcoming you back to our special piece of paradise off the pacific coast of Panama.