

Covid 19

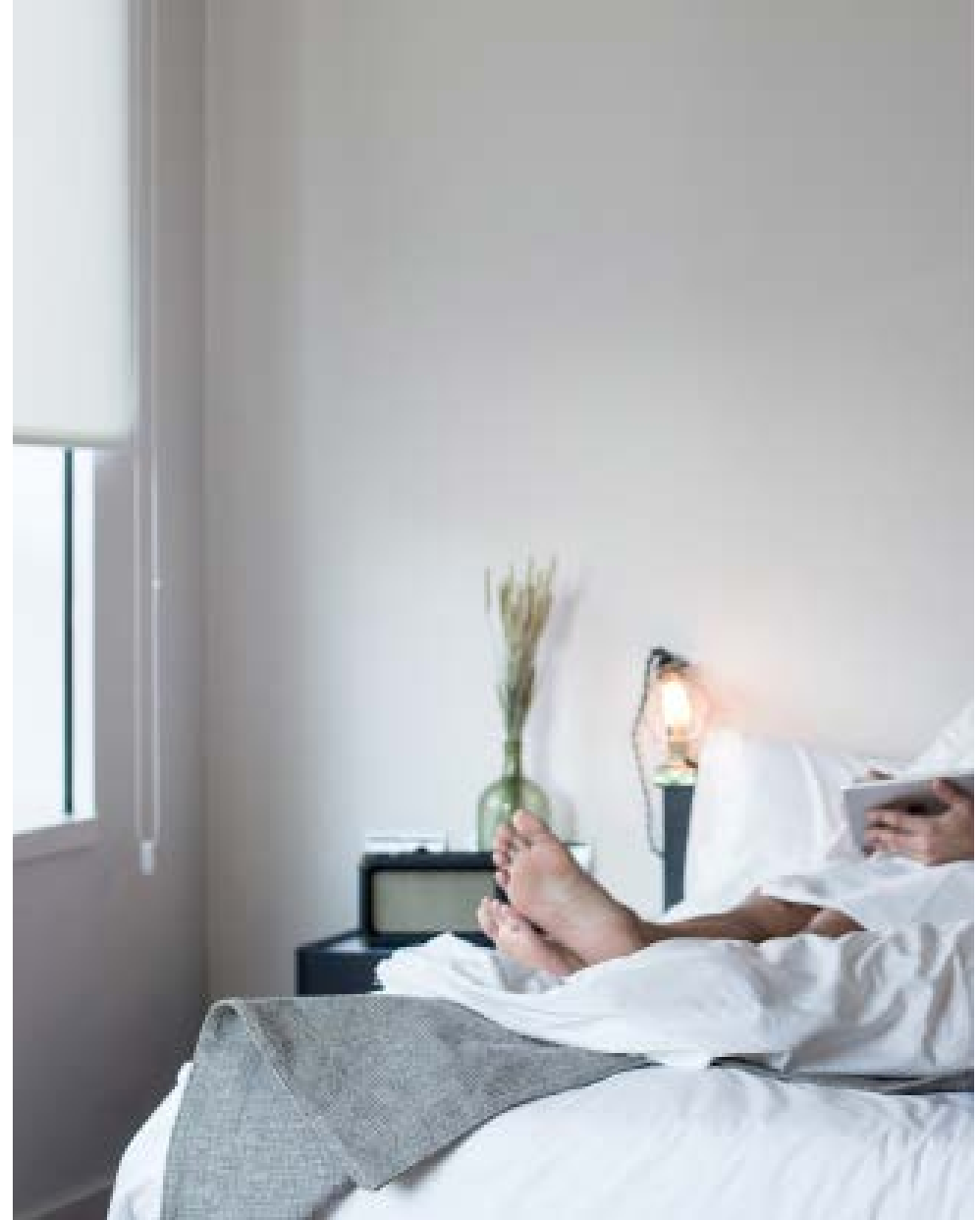
# Security Protocol

**uma**  
SUITES

Our main objective and desire is that you enjoy the most authentic experience discovering the city.

We have taken all possible security measures so that you travel and live the city in the safest way.

We all must commit to take care of ourselves and be cautious not to infect ourselves or others. Being responsible to be able to work and live in the best way in this “new normal”.



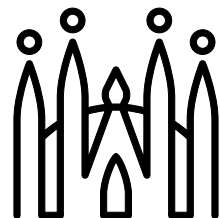
# Our action plan.

## Before travelling:

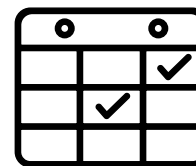
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You can check in online  
to your apartment/room



We can organize your covid  
free activities: restaurants,  
tours...



Arrange your covid-free  
transfer online

# During your stay:

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Safe access to your room/  
apartment



Disinfected keys  
(if any)



Virtual concierge information



24 hours help desk telephone



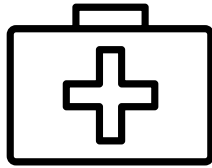
Whatsapp help desk

Once we open the physical  
reception:

- ✓ Hand sanitizer available for guests
- ✓ 2 mts security distance
- ✓ Luggage disinfection in storage room
- ✓ Temperature control to all guests

# Apartments/rooms:

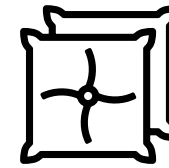
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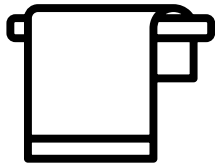
Safety kit per person (mask, gloves and hand disinfecting wipe)



Disinfected Apartments / rooms



Decorative textile elements have been removed



Linens and towels washed over 60 degrees



Hand sanitizer in common areas (only applies in whole buildings)



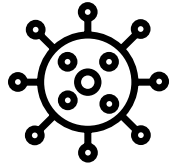
Disinfected utensils



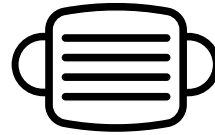
Medical information available

# Safety Staff

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Trained staff in Covid-19  
Protocols



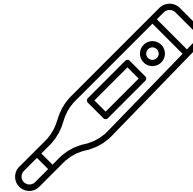
We have provided our  
employees with personal  
protective equipment



Hand sanitizer in workplaces



Frequent disinfection of all  
work items



Daily temperature controls

# The value of affection

May 2020