



SUMMIT RAINFOREST
&
GOLF RESORT

SUMMIT RAINFOREST & GOLF RESORT POST COVID-19 MANUAL

Health, Safety and Social Distance Measures, Prices,
Promotions and Added Values



SUMMIT RAINFOREST & GOLF RESORT MANUAL



RESERVATIONS

- From the date, it will not be possible to request lodging directly in the hotel, without having a previous reservation.
- Reservations can be made through telephone, WhatsApp, online reservation channels, our website (www.summitrainforestpanama.com) and mail.
- Reservations will be compulsory every day of the week.

CONTACT INFORMATION

WhatsApp: +507 6981-9941

Telephone: +507 232-3700

Email: info@summitrainforestpanama.com

GENERAL HOTEL PRECAUTIONS

- Temperature of each client will be verified at the entrance of the hotel. Clients with temperatures above 38 ° C will not be allowed to enter.
- There will be a cleaning station for the shoes of the clients and collaborators of the hotel with Quaternary Ammonium.
- Clients and collaborators must use masks during their time in the hotel facilities. The hotel guarantees the quality of collaborators' masks and their constant replacement.
- There will be signs in the elevators and bathrooms with a limit of people.
- The use of swimming pool will be suspended until further notice, for all clients (i.e. Day Pass, Banquets and Accommodations).

GENERAL FRONT DESK PRECAUTIONS

- During the Check-In time, there will be a designated hotel staff to indicate to clients (from the lobby), when they can go up to Level M to queue, and thus, ensure physical distance between clients
- In days of occupation greater than 50%, 2 Check-In areas will be enabled. There will be counters at Level M and at the Lobby Level, with distance lines.
- A hotel staff will be maintained who will instruct clients when to check-in and check-out, to maintain physical distance between clients.
- The Check-Out of the clients will take place at 1:00 PM in the Lobby Level
- There will be alcohol gel at the Check-In and Check-Out stations, for the care of customers.
- There will be spacing lines with a space of 2 meters.
- Clients can make all their payments by Credit Card, Cash or ACH. Customers will be encouraged to use electronic methods to maintain the least physical contact.
- All customers will be instructed that they may have additional consumption, as long as they have a guarantee credit card, to reduce physical contact during Check-Out's.
- Each reception station will be disinfected with Quaternary Ammonium, constantly, for the care of the hotel staff and customers.
- Restaurant reservations will be taken during Check-In, to keep the limit of restaurants reduced, according to their physical space and capacity.
- The breakfast menu of the day will be presented to customers, to have their orders pre-established. Clients will indicate in advance, if they want their breakfast served in the room or in the restaurant at the available times according to the number of people.
- Tour reservations will be taken according to the schedules established for the trails, Butterfly and Ranario (limits will be 10 people per guide).
- Masks will be available for customers for sale.

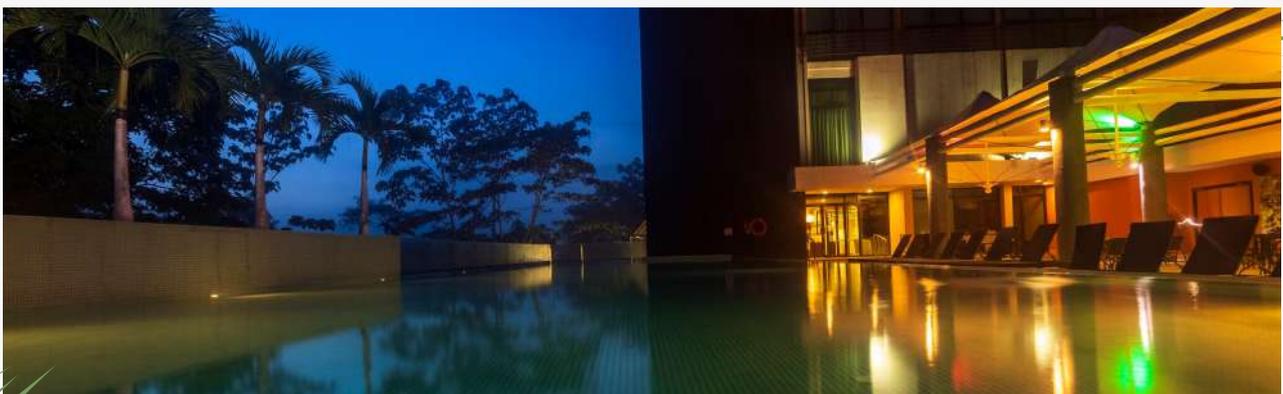
GENERAL ROOM PRECAUTIONS

- Alcoholic gel will be available on each floor to care for clients.
- Nebulization of rooms will be carried out to comply with sanitation measures.
- All rooms will be disinfected with water, soap and Quaternary Ammonium, at the end of each use and before each delivery.
- The "Turn-Down" service will be suspended to reduce customer contact with hotel staff.
- It will have the itinerary of tours, map of the facilities and menu of food service room "Room Service" with its established schedule, available to customers, to avoid having to go to the reception to receive this information.
- A WhatsApp contact number will be visible for restaurant reservations, orders or inquiries. However, customers can also call the Reception from the landline phone in the room to make their reservation.



GENERAL PRECAUTIONS IN COMMUNAL BATHROOMS

- Alcoholic gel will be available to customers in each sink.
- There will be visible signs to remember access limitations, hygiene measures and people limits.
- There will be frequent disinfection and cleaning in common bathrooms.



GENERAL PRECAUTIONS IN TOURS

- Clients must use masks during their tour.
 - There will be alcoholic gel available to customers at the entrance of the hotel, for their care.
 - Only 10 people will be allowed per tour per guide.
 - To join a tour, clients must sign a Waiver for consent.
 - The guide will inform clients that they must maintain a distance of 2 meters between each person, however, it is the responsibility of each client to maintain this distance.
 - Only 5 people will be allowed inside the Butterflies laboratory and inside the Ranario at a time, due to space limitations.
 - In the tours that involve the use of golf carts, for the delivery of the carts, a measure of distance between clients will be maintained.
 - All carts will be disinfected with water, soap and Quaternary Ammonium, at the helm, 'dashboard' and handlebars, at the end of each use and before each delivery.
 - Trolleys can be used as a couple, at the customers' choice. If so, customers must sign an authorization Waiver.
 - There will be alcohol gel for the care of the clients.
 - Trail areas, Butterfly and Ranario, will be available for lodging clients, golf members and 'Day Pass' (Gastronomic Escape).
- **Butterfly and Frog Farm Tour Price:** \$2.00 por persona
 - **Butterfly Farm, Frog Farm and Walking Trail Tour Price:** \$4.00 por persona.
 - **Golf Cart-Animal Observation Tour Price:** \$4.00 por persona.





GENERAL PRECAUTIONS IN RESTAURANTS

- The entrance request must be made with the hostess at the entrance of the restaurant, or through Degusta, Reception or WhatsApp.
 - There will be alcohol gel for the care of the clients.
 - The hostess or the captain will be the one who assigns the tables, keeping a distance table between each reserved table.
 - Space will be limited, to maintain distance between clients.
 - The capacity of the La Jacana restaurant, according to its space, will be 50 people.
 - The capacity of the Mulligans Golf Bar restaurant, according to its space, will be 40 people.
 - The capacity of the Pool Terrace for restaurant customers will be 50 people. Restaurant customers will be seated in the covered area of the infinity pool terrace, to optimize customer service.
 - Restaurant menu options will be kept à la carte.
 - Food handling sanitation measures will be complied with, as established by MINSA.
 - Restaurant service and room food service will be available from Monday - Sunday from 7:00 AM - 10:00 PM.
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- **La Jacana Restaurante Estimated Price Range:** \$22.00
 - **Mulligans Golf Bar Estimated Price Range:** \$18.00



MEDIDAS DE PRECAUCIÓN EN BANQUETES

- The limit of number of people will be structured, depending on the size of the banquet hall or space.
- Guests must use masks at all times.

*Revise Banquet Manual for more details.

The rooms available to customers will be the following:

- **Greenhouse Café:** The maximum capacity of this room is 25 people in banquet setting.
- **Heliconia Room and Teros Room:** The maximum capacity of this room is 25 people in banquet setting.
- **Executive Room:** The maximum capacity of this room is 15 people in banquet setting.
- **Basement Rooms - Guarumo, Guayacan, and Cuipo (3 rooms):** Only 2 events per AM and 2 events per PM will be allowed in any of these 3 rooms. The maximum capacity of these rooms is 15 people per room, in banquet setting.
- **Corotu (4 rooms):** Only 2 events per AM and 2 events per PM will be allowed in any of these 4 rooms. The maximum capacity of these rooms is 30 people per room, in banquet setting.
- **Pool Terrace (outdoor space):** The maximum capacity will be according to the assembly, maintaining the distance between tables in an area of 223 m².
- **Bermuda Terrain (outdoor space):** The maximum capacity will be according to the assembly, keeping the distance between tables at an area of 1114.8 m².
- Any menu chosen by the client will be served by a waitress. In the event that the client chooses a menu that is served in chafings, the menu will only be served to the clients by waiters. The menu time is 2 hours, that is, the client will have 2 hours to ask the waitress to serve him from the menu of his banquet.



BANQUET MANUAL

Health and Safety Measures - Post COVID-19



INTRODUCTION

COVID-19 is highly unlikely to be transmitted through food or food product packaging. COVID-19 is a respiratory disease that is transmitted mainly through human-to-human contact and direct contact with droplets ejected by coughing or sneezing by an infected person. To date, it has been

shown that the viruses that cause respiratory diseases can be transmitted through food or the containers that contain them. Coronaviruses cannot multiply in food, as they need an animal or human host to do so.

According to the latest WHO guidelines, which are based on current scientific evidence, the COVID-19 virus is transmitted by close contact through the droplets expelled by infected people when coughing or sneezing, or by contact with contaminated surfaces

The virus can pass directly from one person to another directly when droplets from an infected person's cough or sneeze come into contact with another person's nose, mouth, or eyes. In addition, respiratory droplets cannot be transmitted through the air because they are too heavy and fall on objects or the surfaces that surround the person who expels them.

However, a person can become infected if, after touching a contaminated surface or object or the hand of an infected person, the hand is brought to the mouth, nose, or eyes. For example, this could happen by touching a door knob or shaking hands with another person, and then touching your face.

Our Hotel is used to working with HACCP standards (Hazard Analysis and Critical Control Points); system that guarantees food safety.

In addition to this system, we reinforce hygiene and bio-security measures, such as:

Temperature taking

Use of masks

Use of face shields

Handwashing

Use of alcoholic gel

Social distancing

Constant cleaning and disinfection of work areas and surfaces for the production and consumption of food and beverages



HIGIENE AND HEALTH COMMITTEE

- *The hotel will have a Hygiene and Health Committee, which will have as its main function to enforce the rules and regulations established by the health authorities, regarding preventive actions to counter the effects of Covid19, within the facilities.*
- *All the indications that some member of this Committee turns are of strict compliance both for collaborators and for clients and suppliers of the hotels.*



ENTRY OF EMPLOYEES, SUPPLIERS, RECEIPT AND DISPATCH OF MERCHANDISE

The following prevention measures will be taken:

- *Hotel staff will have specific entry and exit shifts, which will be strictly followed*
- *Merchandise providers must coordinate delivery schedules with the Purchasing manager, avoiding crowds*
- *Event Providers, Clubs, Decorators, etc. They must coordinate their arrival times with their Hotel Sales Executive to avoid crowds in the service area.*
- *Employees, Merchandise Providers and Event Providers must comply, without exception, with the following protocol for entering the facilities:*
 - *Taking of Temperature (people with 38 degrees Celsius are not allowed)*
 - *Footwear cleaning with footbaths*
 - *Disinfection of hands with Alcoholated gel*
 - *Use of Mask (Mandatory)*

- *Maintain a physical distance of 2 meters at all times between people who remain in the area*



ENTRANCE OF GUESTS, CLIENTS AND VISITORS

The following prevention measures will be taken:

- *Taking of Temperature (people with 38 degrees Celsius are not allowed)*
- *Footwear cleaning with footbaths*
- *Disinfection of hands with Alcoholated gel*
- *Use of Mask (Mandatory)*

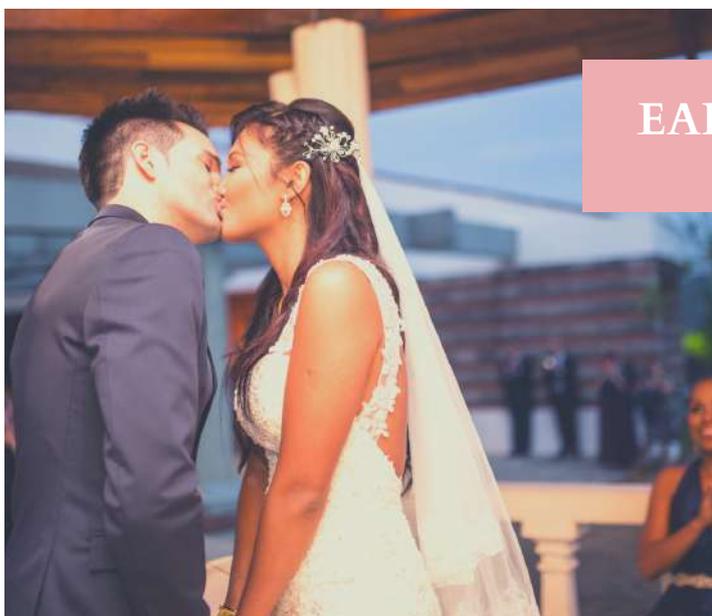
FOOD AND BEVERAGE PRODUCTION AREAS (KITCHENS, BARS, BANQUET SERVICE)

All staff working in food production and handling areas will continue to work with HACCP standards and will be reinforced by the following prevention measures:

- *All food and beverage production personnel are under the obligation to make correct use of their PPE.*
- *Use of a mandatory mask for all personnel*
- *Use of food handling gloves (mandatory)*
- *Use of a hat or hairnets (mandatory)*
- *Constant handwashing, every 30 minutes, or every time a job starts and ends*
- *Cleaning and disinfection of floors and walls twice a day*



- *Cleaning and disinfection of areas and work tables at the beginning and end of each shift, or each time it changes its function or production*
- *Cleaning and disinfection of work utensils, at the beginning and end of each work or production*
- *All food and beverage production areas go through a weekly fumigation and disinfection process*



EARTHENWARE, GLASSWARE AND CUTLERY

The following prevention measures will be taken

- *All china, glassware and cutlery undergoes a washing and disinfection process in a dishwasher at temperatures above 80 degrees Celsius, ensuring complete disinfection.*

- *Earthenware, glassware and cutlery will be kept in their respective racks and they will be covered with film for their due protection*
- *The personnel assigned to the handling of crockery, glassware and cutlery must make use of a mask, gloves, hat or hairnets.*
- *Earthenware, glassware and cutlery will not be placed on the tables, until the customer does not use them, to avoid possible contamination by unnecessary handling*

TABLECLOTHS AND CLOTH NAPKINS

The following measures will be taken:

- *The tablecloths and cloth napkins will be washed after each use at events and the cleaning and disinfection products required for this purpose will be used*





HALLS AND AREAS FOR EVENTS

The following prevention measures will be taken:

Customers who must enter lounges and event areas must go through the hotel's access controls, without exception.

- *Entry will be restricted to anyone who does not wear their mask and / or their body temperature is 38 degrees Celsius or more*

- *All personnel attending an event are under the obligation to make correct use of their PPE.*
- *Both clients and collaborators must wear a mask during the event (mandatory)*
- *The capacity established for the salons will be reduced, according to the type of assembly, to comply with the rules for distance between tables and clients, of 2 meters between each one.*
- *Outdoor events or in areas with natural ventilation will be preferred, before closed rooms*
- *Hand sanitizing stations with alcohol gel will be maintained at each event, for the use of clients.*
- *There will be permanent access to bathrooms, with water, soap, and paper towels for the clients' use.*
- *All assemblies, without exception, must respect the gauging and distance limitations established by the health authorities*
- *All clients at events must respect the hygiene, biosecurity and distance regulations established by the health authorities.*
- *The halls and event areas will go through a fumigation and disinfection process weekly*

FOOD AND DRINK SERVICES AT EVENTS



- *Food and drink services served at the table will be preferred, following all the rules of food safety and food hygiene (dishes with a lid, adequate temperature and correct handling by the waitress)*
- *The buffets will be in the Assisted Buffet modality, without exception*
- *The hotel will maintain staff to serve food (buffetiers) in the buffet lines*
- *The Buffetier must always use his PPE correctly: mask, gloves, hats and face shield*
- *Customers who appear in front of the buffet line should always do so with their mask on*
- *Customers will not be allowed to touch or manipulate the utensils for buffet service*
- *The salons that attend events will maintain the use of masks, constant washing and disinfection of hands and must at all times make correct use of their PPE.*
- *The waiters who attend events must always maintain the distance rules of 2 meters between them and the clients*
- *The service of snacks or coffee breaks will be given in the established time, and disposable glasses and utensils will be used (cups of coffee, tea, sugar envelopes, stirrers and paper napkins)*
- *The beverage service will be provided from the mobile bar located in the event area*
- *The bartender will attend this service area complying with the required biosafety standards, such as: use of a mask, gloves, hat, face shield*
- *The bartender will ensure that all your utensils have gone through the process of washing and disinfecting the dishwasher at temperatures above 80 degrees Celsius.*
- *Customers will not be allowed to approach or have direct access to the beverage bar*
- *They should only go to the drinks bar, the waiters respecting the proper rules of distance*



PREVENTION MEASURES IN HOME SERVICES (CATERING)

- *All personnel who must attend a home service must make correct use of their PPE*
 - *Outdoor events will be preferred, or on terraces with natural ventilation*
 - *The assemblies of the events must be carried out respecting the rules of distance and capacity of spaces*
 - *Clients and collaborators must respect the rules of distance at all times*
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- *The hotel will provide alcoholic gel for use during the event, both for clients and collaborators*
 - *All food and drinks transported to the event venue must comply with HACCP food safety and hygiene regulations.*
 - *Food and drink must be transported to the event venue in closed containers, previously sanitized and at the correct temperature, both hot and cold*
 - *All utensils to be used at home events must be previously clean and sanitized*
 - *Served plate events will be preferred*
 - *The buffets will be of the Assisted Buffet modality*
 - *The hotel will maintain staff to serve food (buffetiers) in the buffet lines*
 - *The Buffetier must always use his PPE correctly: mask, gloves, hats and face shield*
 - *Customers who appear in front of the buffet line should always do so with their mask on*
 - *Customers will not be allowed to touch or manipulate the utensils for buffet service*
 - *The beverage service will be provided through a mobile bar that will be attended by a bartender, following previously established biosafety protocols*

- *The food and beverage transport vehicle must be washed and sanitized before and after each service*

PREVENTION MEASURES IN HOME DELIVERY (TAKE OUT)

Orders will be made through the Banquet Sales department to the established telephones and / or electronic means



- *Food and drinks will be delivered at the right temperature and on time`*
- *All utensils to be delivered will be disposable*
- *All the condiments that will be used will be portion control*
- *The packages must be double-sealed, both the packaging and the bag*
- *The employee making the delivery must use his PPE at all times*
- *The employee making the delivery will bring alcoholic solution for hand and bag disinfection at the time of delivery*
- *The customer who receives the order must use a mask*
- *Deliveries will be made in the external area of the place of origin of the order*
- *The spacing rule must be respected at all times*
- *If the distance cannot be maintained, the employee will try to ensure that the interaction with the client does not last more than 10 minutes.*
- *Electronic payments to cash will be preferred*
- *Vehicles used for home deliveries must be washed and sanitized before and after each delivery*

PREVENTION MEASURES IN TAKE-OUT ORDERS (TAKE OUT)



Orders to take away will be made through the established telephone numbers of the hotel and / or the electronic means of regular use

- *All utensils to be delivered will be disposable*
- *All the condiments that will be used will be portion control*
- *The packages must be double-sealed, both the packaging and the bag*
- *The employee making the delivery must use his PPE at all times*

- *Distance rules must be respected at all times*
- *If the distance cannot be maintained, the employee will try to ensure that the interaction with the client does not last more than 10 minutes.*
- *The client must wait outside the restaurant, clubhouse or in the hotel parking lots*
- *At the time of delivery, the employee will use an alcohol solution to disinfect hands and bags*
- *Electronic payments to cash will be preferred*

MOUNTING CAPACITIES PER TABLE TYPE

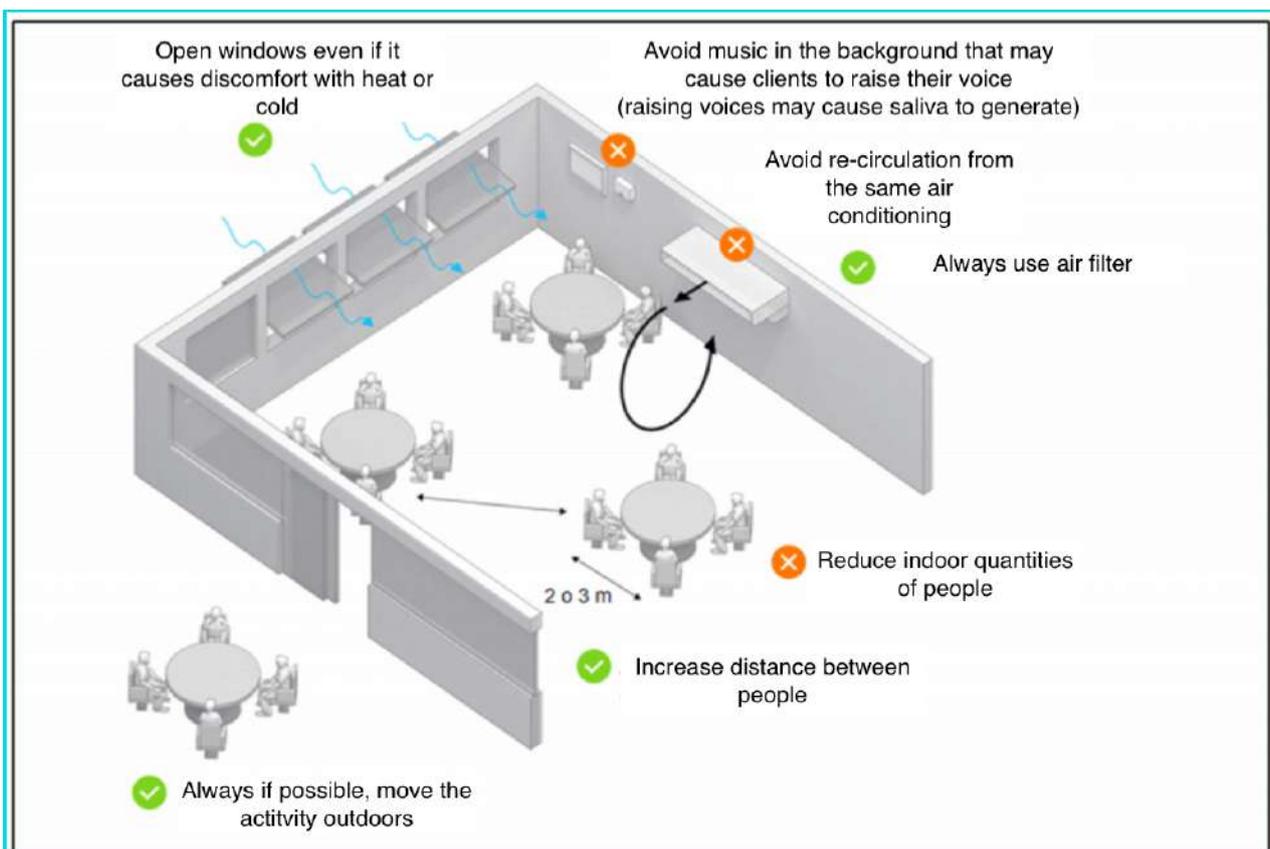
60" Round Table	48" Round Table	36" x 72" Round Table
5	4	4

MOUNTING CAPACITIES PER TABLE TYPE

SALÓN	IMPERIAL	Herradura	Banquete	Auditorio	Escuela	COCTAIL
NIVEL M1						
Gran Salón Corotú	70	75	200	220	125	250
Corotú 1	17	14	30	40	25	35
Corotú 2	22	18	30	60	30	40
Corotú 3	22	18	30	60	30	40
Corotú 4	22	18	30	60	30	40
NIVEL M						
Ejecutivo	15	10	15	15	10	15
Tero's	15	15	25	30	30	20
Terraza de la Piscina			175			
Heliconia	15	18	25	35	24	35
Pérgola	20		35	50		50
NIVEL S						
Guayacán	6	6	10	15	8	12
Guarumo	15	15	15	20	12	17
Cuipo	6	8	10	20	12	16
CANCHA DE GOLF						
Canchita (Áreas Verdes)	500		700	700		1000+

- The maximum capacity of two united Corotus rooms is 50 people.

HOW TO AVOID CONTAGION





THE FOLLOWING PREVENTION MEASURES WILL BE TAKEN

The provisions of the Health authorities in relation to restrictions, capacity limitations and number of people allowed per event must be respected at all times.

- *The capacities of the salons and the numbers of people represented here are an estimate and could vary at any time, without prior notice, due to changes that are generated as a result of the provisions, regulations and biosafety protocols issued by the Health Authorities.*

- *The capacity and capacities of the salons and areas for events are being restricted to 50% of their capacity, temporarily and subject to the provisions of the Health Authorities*
- *The assemblies of events will be carried out with a minimum of 3 hours before the event*
- *Assembly changes between two events must be made with a minimum of 2 hours between one event and the next*
- *Decoration, Disco and other providers must carry out their work within 2 hours prior to the start of the event, respecting all biosecurity and social distancing measures.*
- *Tables, chairs and banquet furniture must go through cleaning and disinfection, during pre-assembly and before placing table linen*
- *Both assembly personnel, as well as suppliers and decorators, must carry their PPE when entering the room to perform their functions*
- *At all times, during the pre-assembly and assembly phase of events, the spacing rules must be respected, both by the assembly personnel and also by suppliers and decorators.*



Summit Golf Club Manual

Post COVID-19

**Health, Safety and Social Distance Measures, Prices,
Promotions and Added Values**

SUMMIT GOLF CLUB MANUAL



RESERVATIONS

TEE TIMES

- From the date, it will be necessary to make a reservation for all Tee Times.
- Reservations can be made through telephone, WhatsApp and email.
- Reservations will be mandatory every day of the week.

CONTACT INFORMATION

WhatsApp: +507 6400-8208

Telephone: +507 232-4653

Email: rreservations@summitrainforestpanama.com



GENERAL PRECAUTIONS IN GOLF

- The temperature of each player will be verified at the entrance to the Club House, in the cart delivery area. Clients with temperatures above 38 ° C will not be allowed to enter.
- There will be a cleaning station for the shoes of the clients and collaborators of the club with Quaternary Ammonium.
- Clients and collaborators must use masks during their time in the Club House and hotel facilities. The Club guarantees the quality of collaborators' masks and their constant replacement.
- There will be masks for sale for customers.
- The racks to place the bags of the players, located at the top of the stairs will be closed, to avoid contact with other players.

GENERAL PRECAUTIONS IN GOLF LOBBY

- Customers will approach the delivery area according to their Tee Time. There cannot be more than 4 people inside the Lobby at the same time.
- There will be alcohol gel for the care of the clients.
- There will be spacing lines with spaces of 2 meters for payments of green fees and Driving Range tokens (it is mandatory to respect the distance marks).
- The delivery of refreshing towels are suspended for the moment. - The chairs cannot be used inside the Club House.
- You cannot lean on the Reception ledge.

GENERAL PRECAUTIONS IN BATHROOMS

- Alcoholic gel will be available to customers in each sink.
- There will be lines of distance.
- There will be visible signs to remember access limitations and hygiene measures.
- There will be frequent disinfection and cleaning in the common bathrooms.
- There will be signs that indicate the maximum capacity of people in the bathrooms.

GENERAL PRECAUTIONS IN DRIVING RANGE

- There will be a space of 3 meters as a minimum distance, between stations.

GENERAL PRECAUTIONS IN CART DELIVERY

- For the delivery of carts, a distance measurement will be maintained between players, according to their Tee Time.
- All carts will be disinfected with water, soap and Quaternary Ammonium, at the helm, 'dashboard', sand bottle and handlebars, at the end of each use and before each delivery.
- Carts can be used in pairs, if we have carts with divisions available.
- There will be alcohol gel for the care of the clients.
- Players will be able to walk on the field from Monday to Thursday.
- There will be tee times to play walking.
- Each player will be responsible for placing their own bag in their cart. - Each player will be responsible for removing their bag from the cart.

- Each member will keep their own bag, after their game. Standard price per cart for 2 players in one cart: \$ 14.02 + 7% per player (total per cart: \$ 28.04 + 7%).
Standard price per cart for 1 player in a single cart \$ 22.00 + 7%.

GENERAL PRECAUTIONS IN CLUB RENTAL

- Golf clubs will be disinfected upon receipt, cleaning with soap and water.
- Golf clubs will be disinfected with Quaternary Ammonium before being delivered.
- * Club rental price is \$ 35.00 + 7%



GENERAL PRECAUTIONS IN GOLF COURSE

- The distance between players must be maintained at all times.
- The bunkers must remain in good condition for each player present, to avoid the use of rakes.
- The flags must always remain in place. They will not be able to move from the hole.
- The holes will have their respective flags, to prevent the ball from entering the end of the hole.
- Each player will be responsible for collecting their ball with the greatest possible prevention.
- Golfers must play "Ready Golf"
- You can not allow the passage to another match, during the game.
- There will be no coolers in the golf course at the moment.

NON MEMBER RATES

	HOUR 6:00AM - 12:59PM	HOUR 1:00PM - 3:30PM
• Green Fee's with Cart for Nationals		
◦ Monday to Friday:	\$45.00 + 7%	\$35.00 + 7%
◦ Saturday to Sunday:	\$65.00 + 7%	\$55.00 + 7%
• Green Fee's with Cart for Tourists:		
December to April		
◦ Monday to Sunday:	\$90.00 + 7%	\$80.00 + 7%
May to November		
◦ Monday to Friday:	\$75.00 + 7%	\$65.00 + 7%
◦ Saturday to Sunday:	\$85.00 + 7%	\$75.00 + 7%
• Green Fee's with Cart for Hotel Guests:		
December to April		
◦ Monday to Friday:	\$65.00 + 7%	\$55.00 + 7%
◦ Saturday to Sunday:	\$85.00 + 7%	\$75.00 + 7%
May to November		
◦ Monday to Sunday:	\$65.00 + 7%	\$55.00 + 7%