



PARADISUS

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Palma Real • Dominican Republic

STORMS AND HURRICANES PROTOCOLS

Paradisus Palma Real by Meliá

Classification of Meteorological Phenomenon

Tropical Wave: Also known as an easterly wave. Tropical air mass preceded by: Rain showers or Storm clouds. These can lead to the formation of a tropical system: Depression, Storm or Hurricane

Tropical Depression: A tropical cyclone that has maximum sustained surface winds (one-minute average) of 38 mph (33 knots) or less.

Tropical Storm: A tropical cyclone that has maximum sustained surface winds ranging from 39-73 mph (34 to 63 knots). It has an organized center of low pressure that originates over warm tropical oceans.

Hurricane: A hurricane is a tropical cyclone that has maximum sustained surface winds of 74 mph or greater (64 knots or greater).

Protocols

PHASE No. 1 | PLANNING AND PREPAREDNESS PHASE

When the Hurricane season starts according to the Hurricane Plan.

PHASE No. 2 | PRELIMINARY ALERT

When a "tropical disturbance" watch is issued, and the system is located 72 hours from the Island.

PHASE No. 3 | FORMAL ALERT (BEFORE HURRICANE IMPACT)

When the meteorological phenomenon is located 36 hours from the Island, and the Warning advises about the impact in the next coming hours. In this manual, we subdivide this phase into different levels, assigning responsibilities according to the department. These levels are the following:

- Alert 36 hours
- Alert 24 hours
- Alert 12 hours
- Alert 08 hours
- Alert 04 hours

If the meteorological phenomenon is confirmed to turn into a hurricane, we will then move to the following phases.

PHASE No. 4 | DURING THE HURRICANE

All the activities were performed with the goal of protecting and rescuing the people who may be in danger, to keep providing the hotel services as well as keeping the needed equipment in operation. Some activities will also take care of the protection of property assets and reducing to the minimum the damage that could be caused by nature.

PHASE No. 5 | AFTER THE HURRICANE

The end of the emergency must be confirmed before moving the clients from the shelter to their rooms. It is also necessary to evaluate the building, the furniture conditions and the equipment that may have been affected.

Notes: To view the full protocol against storms and hurricanes defined by property management, [click here](#).