



GRUPO GNOVIA

Professional glass restoration

CORPORATE PROFILE 2026

Hospitality Sector

Professional glass restoration for hotels, resorts and branded residences: on site, without removal and coordinated with hotel operations.

18+ years

of experience in Mexico

14

documented hotel and tourism projects

12,073 m²

of glass restored in hospitality

Up to 70%

potential savings versus replacement

Core proposition

Before replacing shower enclosures, windows or railings, let Grupo GNOVIA determine whether the glass can be restored on site.

Operational promise

On-site restoration, without removal, scheduled by room, zone and low-occupancy hours, according to the technical feasibility of the damage.

Intended outcome

Recover the clarity, transparency and uniform appearance of the glass to protect the brand's visual standard and the guest experience.

Reach

Documented experience in Los Cabos, Costa Alegre, Riviera Nayarit and Riviera Maya; nationwide coverage and a presence in Colombia.

We restore the glass. We recover its clarity. We preserve the guest experience.

1 Corporate profile

Grupo GNOVIA is a Mexican company specialized in professional glass restoration. For more than 18 years it has recovered installed glass that has lost its clarity due to scratches, mineral deposits or iridescence, avoiding unnecessary replacements. It operates from Mexico City with nationwide coverage and, since 2019, has a presence in Colombia through Grupo GNOVIA Colombia S.A.S.

In the hospitality sector, GNOVIA acts as technical support for hotel management, maintenance, housekeeping and chain corporate offices that need to restore the appearance of their glass without taking rooms out of service for long periods or starting cycles of purchasing, logistics and installation of new panels.

Trade name	Grupo GNOVIA
Specialty	Professional restoration of glass that is scratched, stained with limescale and minerals, or affected by iridescence.
Sector covered by this profile	Hotels, resorts, branded tourism residences, beach clubs and hospitality properties.
Glass types	Tempered, laminated, annealed and insulated, provided the glass is intact.
Coverage	Mexico, with documented hospitality experience in Baja California Sur, Jalisco, Nayarit and Quintana Roo. Presence in Colombia since 2019.
Institutional contact	WhatsApp +52 55 3809 7627 · servicios@gnovia.com.mx · gnovia.com.mx

2 Profiles we support

- **General and hotel management:** protect the brand's visual standard and guest ratings.
- **Maintenance and engineering:** need to fix shower enclosures, windows and railings without replacing panels.
- **Housekeeping:** deal with stains that no longer respond to conventional cleaning.
- **Operations and rooms division:** need to work without affecting occupancy or guest flow.
- **Procurement and chain corporate offices:** seek a measurable per-m² alternative to volume replacements.
- **Developers and operators:** prepare openings, reopenings and handovers of branded residences.

3 Specialized services for hospitality

The service focuses on recoverable surface damage. It does not apply to broken, cracked or fractured glass. Feasibility depends on the glass type, the depth and location of the damage and the nature of the problem.

Service	Problem at the hotel	Value for operations
Limescale, calcium and water stains	Mineral deposits and haze on shower enclosures, screens, mirrors, spas, pools and glass exposed to irrigation or sea spray.	Restores transparency and eliminates the perception of poor cleaning that leads to guest complaints.
Scratched glass	Scratches from abrasive cleaning, furniture, luggage, carts or daily use on enclosures, doors, railings and windows.	Avoids replacing tempered or large-format panels and keeps visual uniformity across rooms.
Iridescence	Rainbow-like stains on windows and enclosures that cannot be removed by cleaning.	The cause is identified and it is determined whether the glass can be recovered before considering replacement.

4 Application areas and moments of greatest value

Hotel area	Glass elements	Objective
Guest rooms and bathrooms	Shower enclosures, screens, mirrors, windows and sliding doors.	Guests perceive cleanliness and care from the very first minute.
Lobbies, entrances and façades	Doors, glass walls, display cases and interior façades.	Protect the first impression and the brand standard.
Spa, pool and wellness	Glass exposed to water, chlorine, minerals and constant humidity.	Restore transparency in areas of continuous exposure.
Railings, balconies and terraces	Tempered glass railings and exterior glazing.	Keep clear the views guests pay to see.
Restaurants, bars and function rooms	Partitions, tabletops, decorative glass and display cases.	Visual uniformity in high-traffic areas.

Renovation or repositioning	When the property updates its rooms and the existing glass can be kept.
Low season	When occupancy allows work on blocks of rooms or entire floors.
Audits and brand standards	When the condition of the glass is noted in quality audits or guest reviews.
Openings and residence handovers	When enclosures, railings and windows must be delivered in opening condition.

5 Methodology, quotation and operation at the hotel

01

Diagnosis and scheduling

Identification of damage and glass type, feasibility, and agreement with the hotel on the sequence by room, floor or zone.

02

Protection of surroundings

Protection of frames, seals, finishes, furniture and textiles before working.

03

Damage restoration

Controlled correction of limescale, minerals, scratches or iridescence, with the glass installed.

04

Review and handover

Verification of clarity and uniformity under real light and handover of the space ready to operate.

Quotation criteria

Billing unit	Per square meter (m ²).
Minimum per panel	Minimum of 1 m ² for each treated pane.
Damage zone	To count as 1 m ² , the damage must be in the same zone of the same pane; scattered centimeters are not added together.
Between panes	Centimeters from different panes are not added together to complete 1 m ² .
Required information	Damage type, number of panels or approximate m ² , destination, hotel areas and whether the work is at ground level or at height. No photos are required at first contact.

Reference times	Scratches: approximately 3 hours per m ² . Limescale and iridescence require diagnosis.
Logistics	Nationwide coverage; logistics and travel expenses depending on destination and volume. Service usually confirmed remotely.
Previously damaged glass	If a panel cannot withstand the process, the service on it is not charged; its replacement is not assumed. This is explained before starting.

Operating model with the hotel

- Scheduling by room, zone and low-occupancy hours, coordinated with maintenance, housekeeping and security.
- Phased work so that rooms are not kept off sale for long.
- Each space handed over ready to operate again, with the least possible interference for guests.

6 Documented hospitality experience

The GNOVIA Corporate Case Library includes 14 hotel, resort and branded tourism residence projects documented between 2020 and 2026, with 12,073 m² of glass restored in the country's leading beach destinations.

Documented hotel projects	14 projects.
Restored area	12,073 m ² (projects with a reported area).
Documented period	2020 to 2026, including 2 projects in progress in Los Cabos.
Destinations	Los Cabos and La Paz, B.C.S.: 7 projects, 6,755 m ² · Costa Alegre, Jalisco: 2 projects, 3,460 m ² · Riviera Maya, Q. Roo: 2 projects, 1,010 m ² · Riviera Nayarit: 3 projects, 848 m ²
Damage serviced	Scratched tempered glass on façades, guest rooms and common areas; glass stained with limescale.

Reference projects · hotels, resorts and tourism residences

Project	Location	Documented scope	Period	m ²	Project for
St Regis Los Cabos	Cabo San Lucas, Baja California Sur	Repair of 800 m ² of glass affected by scratches.	Sep 2026 – in progress	800	CLK / Pueblo Bonito
The Residences at St Regis Los Cabos at Quivira	Cabo San Lucas, Baja California Sur	Restoration of 550 m ² of glass affected by scratches.	Sep 2026 – in progress	550	CLK / Pueblo Bonito
Amanvari (Aman Resorts)	La Ribera, East Cape, Baja California Sur	Repair of 105 m ² of glass affected by scratches on the façade.	May 2026 – Jun 2026	105	Costa Palmas
Four Seasons Resort Tamarindo	Barra de Navidad, Jalisco, Mexico	Recovery of 2,320 m ² of glass affected by scratches.	Sep 2025 – Nov 2025	2,320	Four Seasons
Four Seasons Los Cabos	Baja California Sur, Mexico	Repair of 1,050 m ² of tempered glass affected by scratches on the façade.	Jul 2023 – May 2025	1,050	Costa Palmas
Banyan Tree Mayakoba	Playa del Carmen, Quintana Roo, Mexico	Repair of 490 m ² of glass affected by hard-water scale.	Sep 2025 – Oct 2025	490	RLH Properties
Rosewood Mandarin · Beachfront	Monteón, Nayarit, Mexico	Recovery of 343 m ² of tempered glass affected by scratches.	Jan 2025 – Feb 2025	343	Ventalia
Rosewood Mandarin · Jungle side	Monteón, Nayarit, Mexico	Restoration of 110 m ² of tempered glass affected by scratches.	Feb 2025 – Mar 2025	110	Adippsa

Project	Location	Documented scope	Period	m ²	Project for
Puerta Cortés Resort	La Paz, Baja California Sur, Mexico	Restoration of 20 m ² of tempered glass affected by scratches.	Apr 2024	20	—
Four Seasons Tamarindo · Guest rooms	La Manzanilla, Jalisco	Repair of 1,140 m ² of glass affected by scratches on the façade.	Feb 2023 – Aug 2023	1,140	Paralelo 19 / Franser
Costa Residences & Beach Club Corasol	Playa del Carmen	Restoration of 520 m ² of tempered glass affected by scratches.	Oct 2023 – Dec 2023	520	Origina
Rosewood Mandarin	Riviera Nayarit, Mexico	Restoration of 395 m ² of tempered glass affected by scratches.	Jun 2023	395	Ventalum
Hacienda Beach Club & Residences	Cabo San Lucas, B.C.S., Mexico	Restoration of 4,230 m ² of tempered glass affected by scratches.	May 2020 – Jul 2020	4,230	Hill International
Montage Los Cabos	Cabo San Lucas, B.C.S. Mexico	Restoration of tempered glass affected by scratches.	May 2020	—	—

7 Brands, companies and associated organizations

The following references are presented as brands, properties and companies associated with the hotel projects serviced by Grupo GNOVIA, as evidence of track record.

Hospitality brands and properties

- St Regis
- Four Seasons
- Rosewood
- Aman (Amanvari)
- Banyan Tree
- Montage
- Hacienda Beach Club
- Puerta Cortés
- Corasol

Companies associated with the projects

- Adippsa
- CLK
- Costa Palmas
- Four Seasons
- Franser
- Hill International
- Origina
- Paralelo 19
- Pueblo Bonito
- RLH Properties
- Ventalia
- Ventalum

8 Differentiators for the hospitality sector

Focus on the guest experience	Priority goes to the glass that most influences the perception of cleanliness, care and luxury.
Operational continuity	On-site work, in phases and during low-occupancy hours, without removal.
Technical diagnosis	Distinguishes dirt, mineral deposits, iridescence and surface damage before proposing a solution.
Fewer replacements	Preserves existing enclosures, windows and railings before buying, transporting and installing new panels.
Luxury experience	Documented projects at international-brand properties in Los Cabos, Costa Alegre, Riviera Nayarit and Riviera Maya.

Responsible approach	Experience is backed by documented projects and communicated accurately with regard to the companies associated with each project.
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Contact information

Company	Grupo GNOVIA
Service	Professional glass restoration for hotels, resorts and tourism residences.
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Website	gnovia.com.mx
Closing message	Before replacing a shower enclosure or a window, talk to Grupo GNOVIA.

**We are the technical support your hotel needs so that its glass once again conveys
cleanliness, care and luxury.**

Legal notice: hotel, brand, company and project names belong to their respective owners and are mentioned solely as a reference of experience, without implying affiliation, sponsorship or representation.