



Dear Guests,

As always, the safety and the wellbeing of our guests and residents is our number one priority at Solmar Hotels and Resorts. We continue to actively monitor information about COVID-19 and are in communication with national health authorities to ensure your stay is optimal. As of today, there are no cases of COVID-19 reported in the destination nor has the World Travel and Tourism Council implemented any travel restrictions to Mexico.

In order to ensure that your vacation at our seven all-suites resorts is a pleasant and safe one, we would like to share some of the actions reinforced at our resorts:

- Staff training on prevention techniques for the virus, with sessions led by local health authorities (IMSS).
- Implementation and education on prevention tactics, including campaigns for frequent and proper hand washing and no handshaking.
- Enhanced cleaning and disinfection protocols on all surfaces and spaces accessible to guests, residents and staff including but not limited to the call buttons in elevators, golf carts, light switches, door handles, toilets, telephones, reception counter, room, pool furniture and more.
- Placement of anti-bacterial gel dispensers in strategic locations and common areas such as front desks, restaurant entrances, restrooms, guest shuttles and more. Dispensers have also been placed in all staff areas, including personnel buses, staff entrances, kitchens and other back-of-the-house areas.
- An on-site detection team– comprised of a physician, general manager, operations manager and head of security, in coordination with the corresponding health authorities, has been established.
- Affiliated programs, such as Distinctive H (hygienic food preparation management) practices are in place and have been reinforced.
- Continuous deep cleaning and sanitization of kitchen and spa areas.
- On-site doctors, with local hospital affiliations, are available to provide medical assistance or referrals, please dial 0 for immediate assistance.

We would like to remind you that with flexible policy you are able to cancel your reservation within 72 hours in advance, however for nonrefundable policy we are honoring deposits towards another date. Please feel free to call us if you need to reschedule your travel to 1800 344 3349 (Hotel Only) or 1 844 413 2654 (Flight + Hotel), you can also send an email to reservations@solmar.com .

We are utilizing all possible resources to ensure that your visit and stay at Solmar Hotels and Resorts is safe and memorable.

We look forward to welcoming you soon!

The Management